JAMAL ALLEN

ENTERPRISE IT SUPPORT | TECHNICAL WRITING | TECHNICAL TRAINING

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PROFESSIONAL SUMMARY

IT support and technical content professional with 15+ years of combined experience in enterprise technology support, technical documentation, and training. Provide Tier 1–2 support for Windows and macOS users, Microsoft 365 applications, endpoints, remote access, and collaboration tools. Translate complex workflows into practical knowledge base articles, user guides, instructional videos, and training resources. Background includes projects supporting AWS and Microsoft training programs.

CORE SKILLS

IT Support: *Windows 10/11 • macOS • Microsoft 365 • Outlook • Teams • SharePoint • OneDrive • Active Directory • Jamf • Freshservice • Cisco Secure Client VPN • Endpoint deployment • Hardware/software troubleshooting • Remote support*

Documentation & Training: *Technical writing • Knowledge base articles • Standard operating procedures • End-user guides • Instructor-led training materials • Video tutorials • Curriculum development • Subject matter expert collaboration*

PROFESSIONAL EXPERIENCE

AMERICAN PUBLIC MEDIA | IT Technical Analyst St. Paul, MN | Aug 2021–Present

- *Deliver Tier 1 and Tier 2 technical support to journalists, producers, engineers, and administrative staff across multiple locations and Windows/macOS environments.*
- *Diagnose and resolve Microsoft 365, Outlook, Teams, SharePoint, OneDrive, VPN, printer, endpoint, and audio/video support issues; document work and follow-up in Freshservice.*
- *Deploy and configure workstations and peripherals; support user accounts, permissions, access requests, and remote connectivity using Active Directory, Jamf, and Cisco Secure Client.*
- *Develop step-by-step troubleshooting documentation, knowledge base content, user instructions, and training materials for technical and nontechnical audiences.*
- *Support production-critical applications and equipment in a fast-paced broadcast and media environment, coordinating with users to reduce disruption.*

PROFESSIONAL DATA MANAGEMENT | Content Designer Sep 2015–Jun 2021

- *Developed technical courseware, user documentation, presentations, instructional videos, and hands-on labs for enterprise software and cloud technology training.*
- *Created training resources for AWS initiatives, including virtual server lab configuration, tutorials, and learner-facing technical instructions.*
- *Supported Microsoft-related instructor-led training by imaging, configuring, testing, and troubleshooting classroom workstations and learning environments.*
- *Collaborated with instructors, clients, and subject matter experts to make technical topics accessible to learners with different experience levels.*

AT&T | Content Designer / Technical Writer Jun 2012–Nov 2015

- *Authored technical documentation, CMS workflow guides, publishing standards, and instructional tutorials for employees and digital platform users.*
- *Managed corporate YouTube publishing workflows and contributed to AT&T U-verse customer web experience and Samsung digital video campaigns.*
- *Implemented YouTube video analytics tracking code to measure audience engagement, content performance, and campaign effectiveness.*
- *Analyzed calls to action (CTAs), conversion rates, click-through rates, and key performance indicators (KPIs) to identify content optimization opportunities.*
- *Prepared monthly analytics reports and performance dashboards for executive leadership, translating engagement, retention, and conversion data into actionable insights.*

SELECTED TECHNICAL CONTENT & TRAINING

Portfolio: jamalallen.com | Examples include enterprise IT documentation, software user guides, instructional videos, and training resources covering SCCM, AWS virtual servers, Cisco Jabber, Git/GitHub, and related technical topics.