

CORE COMPETENCIES

Enterprise IT Support
Microsoft 365 Administration
Windows 11 Support
macOS Support
Active Directory
SharePoint & OneDrive
Cisco Secure Client
FreshService
JAMF Device Management
Technical Documentation
User Training & Education
Troubleshooting & Problem Resolutions
Knowledge Base Development
Hardware Deployment
Endpoint Support
AI Workflow Automation

CONTACT

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PORTFOLIO HIGHLIGHTS

- Technical Writing Portfolio
- Enterprise IT Documentation
- Video Training Content
- Software User Guides
- Knowledge Base Articles

Developer Training Resources

- SCCM Installation
- Raritan KVM Training
- AWS Virtual Server Training
- Cisco Jabber Training
- Git Training
- Java Training
- Agile Training
- GitHub Training

JAMAL ALLEN

ENTERPRISE IT ANALYST | TECHNICAL WRITER | EDUCATIONAL CONTENT CREATOR

Technology professional with over 15 years of experience supporting enterprise users, creating technical documentation, and developing educational content. Skilled in troubleshooting complex hardware, software, and network issues while translating technical concepts into clear, user-friendly instructions.

Experience includes Microsoft 365, Windows and MacOS support, Active Directory, SharePoint, endpoint management, technical writing, and training development. Recognized for delivering practical solutions that improve both user experience and operational efficiency.

Jira, Camtasia, PowerPoint, Adobe Premier, AWS, Microsoft Teams...

WORK EXPERIENCE

**American Public Media
IT Technical Analyst
8/2021 – Present**

Brad Rosenberger
brosenberger@americanpublicmedia.org

Provide enterprise-level support for a diverse organization of journalists, content creators, producers, engineers, and administrative staff. Troubleshoot hardware, software, network, and collaboration platform issues across Windows & macOS environments while supporting SharePoint, endpoint devices, and production software. Create technical documentation, deliver end user training, and implement solutions that improve productivity & user experience.

- Provide Tier 1 and Tier 2 technical support for enterprise users across multiple locations
- Deploy, configure, and troubleshoot Windows & macOS workstations
- Support Microsoft 365, SharePoint, OneDrive, Teams, Outlook, and other business critical applications
- Create and maintain technical documentation, knowledge base articles, and user guides
- Manage user accounts, permissions, and access requests
- Troubleshoot VPN connectivity, endpoint hardware, printers, audio/video equipment, and network-related issues
- Utilize FreshService, Active Directory, Jamf, and other enterprise support tools to resolve incidents and service requests

**Professional Data Management
Content Designer
9/15 – 6/2021**

Antoine Victor
Antoine.Victor@prodataman.com

Developed technical training materials, instructional videos, hands-on labs, and user documentation for enterprise software, cloud technologies, and business applications. Collaborated with clients, instructors, and subject matter experts to create engaging learning experiences, technical courseware, and supporting documentation. Provided technical support for students and instructors, developed presentations and online content, and translated complex technical concepts into clear, user-friendly educational materials.

TECHNICAL SKILLS

- Microsoft 365 Administration
- Windows 11 Support
- macOS Support
- Active Directory
- SharePoint & OneDrive
- Cisco Secure Client VPN
- FreshService Ticketing
- VPN & Remote Access Support
- JAMF Device Management
- Technical Documentation
- User Training & Education
- Knowledge Base Development
- Troubleshooting & Problem Resolution
- Endpoint Deployment
- Access & Account Management
- Remote Support Tools
- AI Workflow Automation Software
- Training Content Development
- Video Tutorial Creation

Key client engagements included **Amazon Web Services (AWS)** and **Microsoft**.

***Amazon Web Services** -Created technical training materials, video tutorials, and curriculum content for trainers, and students. Configured AWS virtual server environments and developed user-focused documentation to support cloud technology training programs.

***Microsoft (contractor)** – Prepared, imaged, configured, and tested classroom workstations and environments for instructor-led training programs. Provided technical support for students and instructors while assisting with classroom setup, deployment, and troubleshooting.

- Developed technical training materials, video tutorials, presentations, and hands-on lab exercises for enterprise software and cloud technology programs
- Created user documentation, curriculum content, and instructional resources for **Amazon Web Services (AWS)** and **Microsoft** training initiatives
- Provided technical support for instructors and students, including workstation deployment, virtual environment configuration, classroom setup, and troubleshooting

AT&T
Content Designer/Technical Writer
6/12 – 11/2015

Jayson Ramos
jayramos@amazon.com

Developed technical documentation, training materials, video tutorials, analytics reports, and digital content supporting enterprise software platforms, customer-facing applications, and marketing initiatives. Partnered with business, technical, and creative teams to improve user experience, measure performance outcomes, and deliver content that increased product adoption, employee readiness, customer engagement, and online conversion.

- Produced instructional content, training programs, and video tutorials for employees, stakeholders, and end users.
- Created analytics reports and performance dashboards measuring key business metrics, including conversion rates, click-through rates (CTR), customer retention, engagement, and campaign effectiveness.
- Authored technical documentation, CMS workflow guides, and content publishing standards supporting digital delivery pipelines and web-based applications.
- Managed AT&T's corporate YouTube channel, overseeing content publishing, video implementation, performance analytics, optimization strategies, and audience growth initiatives.
- Supported development of the AT&T U-verse online customer experience, contributing to buy-flow enhancements, content strategy, and user experience improvements.
- Developed and co-produced promotional video campaigns for Samsung product launches and created video content supporting AT&T social media and digital marketing efforts.

Co-produced video campaign content for **Samsung** products