

Casey Scruggs

Well-versed Systems Engineer with 5+ years of experience managing Apple devices and using the Mosyle Business MDM platform in a Higher Ed. environment. Proven track record in deploying security and compliance solutions, optimizing endpoint effectiveness, and supporting seamless user experiences. Passionate about creating secure, user-friendly environments where technology empowers people to do their best work.

Skills

Apple Device Enrollment and Provisioning

macOS, iPadOS, Apple Configurator, Apple School Manager

Apple Device Management

Mosyle Business MDM Solution

Problem Solving & Troubleshooting

Identifying and resolving complex technical issues through logical analysis, root cause identification, and creative solutions, ensuring minimal downtime and optimal system performance.

Project Management

Planning, coordinating, and executing projects by defining objectives, managing resources, and ensuring timely delivery while maintaining alignment with stakeholder expectations and organizational goals.

Scripting and Automation

Bash, Python, Zsh

Technical Writing & Documentation

Creating clear, concise, and user-focused documentation, chiefly in the form of knowledge-base articles and web pages, for both end-users and support team members. Skilled in translating complex technical concepts into accessible information tailored to diverse audiences.

User Support

Providing responsive and empathetic technical assistance to end-users, diagnosing and resolving hardware, software, and network issues. Skilled in delivering clear guidance, minimizing downtime, and enhancing user satisfaction through effective communication and problem resolution.

Tools & Technologies

- Confluence
 - Data Processing (Airtable, Microsoft Excel, Notion)
 - Docker
 - GitHub
 - Remote Collaboration (Microsoft Teams, Slack, Zoom)
 - TeamDynamix (Ticket Tracking, Knowledge-Base, Asset Management, Project Management)
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Experience



Western Kentucky University

2006-01 – Present •

A leading public university committed to academic excellence and innovation, fostering a vibrant campus community and providing a broad range of educational, research, and cultural opportunities to students and the surrounding region.

Systems Engineer/Endpoint Engineer • 2019-08 – Present •

Responsible for supporting Apple equipment and software. Oversee the installation, configuration and upgrading of workstations, servers and related hardware and software in a LAN, WAN, and stand-alone

environment. Responsible for researching, developing, and implementing new technologies related to endpoints.

- Primary lead on maintenance of Mosyle MDM solution, setting the pace for change implementation to enhance the user experience and security of nearly 1,000 macOS devices
- Improved macOS software update compliance and app updates by implementing the "Nice-Updater" and "Installomator" scripts
- Supports system users, educating employees on troubleshooting and problem-solving protocols
- Researches software and systems products to determine purchase recommendations
- Created newsletter to communicate features of & upcoming changes to devices; currently in third year
- Streamlined troubleshooting processes to improve system support and enhance communication between support team and end-users
- Co-managed implementation and ongoing maintenance of VMware (now Omnisia) Horizon remote desktop virtualization
- Extensive use of project management software while leading and collaborating on multiple initiatives
- Deployment of security and compliance enforcements, ensuring alignment with institutional policies while maintaining user-friendly environments

Desktop Support Consultant • 2016-07 – 2019-09 •

Provide hardware and software technical support for desktop computer systems used by University faculty and staff.

- Primary support for macOS and mobile devices, including hands-on repair and troubleshooting for faculty, staff, and students
- Developed and maintained knowledge base articles covering department- specific policies
- Assisted clients with technology selection and configuration, ensuring optimal setups for both desktop and mobile devices
- Performed workstation setups, including configuring hardware, devices, and software for new employees, improving efficiency of onboarding processes
- Patched software and installed new versions to eliminate security problems and protect data
- Used critical thinking to identify and resolve technical issues, exceeding service-level goals through effective task prioritization and follow-up
- Co-led configuration and deployment of Mosyle Business MDM solution

Helpdesk Consultant • 2006-01 – 2016-06 •

Function as WKU's central point of contact for recording and troubleshooting customer incidents and escalating problems when necessary for the IT Division.

- Provided customer service and technical support for macOS and Windows platforms, resolving hardware and software issues for faculty, staff, and students
- Offered support for wireless connectivity, Active Directory, Exchange- based email accounts, Microsoft 365 email accounts, Microsoft Office productivity suite, and all major web browsers
- Provided phone and remote troubleshooting, repair, and installation of hardware and software on macOS and Windows platforms on both branded and custom-built machines
- Entered tickets into division-wide tracking system and included clear written descriptions of problems or requests reported and troubleshooting steps completed
- Trained and mentored student workers and colleagues on Apple devices and university software
- Co-managed the implementation of and developed articles for a knowledge base, improving user self-service, streamlining troubleshooting, and reducing support ticket volume

Education

WESTERN KENTUCKY UNIVERSITY - BOWLING GREEN, KY

Bachelor of Arts, Psychology • 2004

WESTERN KENTUCKY UNIVERSITY - BOWLING GREEN, KY

Bachelor of Arts, Religious Studies • 2004

Acknowledgments and Activities

Presenter - MacAdmins Conference

2024

Delivered [Adopting an Active Update Cycle](#) presentation, showcasing changes implemented under my guidance. Presentation notes and slides available in [blog post here](#).

Content Creator - Technically Speaking Instructional Videos

2023

Scripted and recorded two videos guiding employees through the setup and use of their computers: [Getting Started with Your WKU Mac](#) & [Prompting for an Administrator Account on WKU Computer \(Windows\)](#)

Session Leader - M.A.S.T.E.R. Plan

2023 & 2024

Led multi-day sessions for groups of new college students, helping them adjust to college life as part of an annual orientation event.

Recipient - S.T.A.R. (Service, Teamwork, Attitude, and Reliability) Technical Support Services Departmental Award

2014

Nominated by co-workers and awarded by supervisor for "strong technical ability and exemplary customer service," demonstrating "great rapport with his team" and "creativity."

Member - Staff Council (now Staff Senate)

2010 - 2014

Actively contributed to staff initiatives, representing university employees and helping shape campus policies.

Social Links

- **LinkedIn:** <https://linkedin.com/in/casey-scruggs-467147245>
- **GitHub:** <https://github.com/bigdoodr>
- **Mastodon:** <https://mastodon.social/@bigdoodr>