



CONTACT

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Barcelona, Spain

LANGUAGES

Spanish — Native
English — Professional

CORE SKILLS

Jamf Pro MDM
Microsoft Intune
Apple Business Manager
Zero-Touch Deployment / ADE
Azure AD / Entra ID
Okta SSO & Workflows
Google Workspace Admin
Microsoft 365
Jira & Confluence (API)
Slack API Integrations
MDM Enrollment / DEP
SCEP / Certificate Mgmt
SSO / SAML / OAuth
Bash Scripting
ITSM / SLA Management
User Lifecycle Management
Security Policies & Compliance
L2/L3 Incident Resolution

EDUCATION

Civil Engineering
Universidad Nacional de Tucumán
Tucuman, Argentina · 2018
Electronic Technician
Inst. Tec. S Lorenzo Massa
Tucuman, Argentina · 2009

CERTIFICATIONS

Jamf 100 Training
Azure AZ-900 · Microsoft
Google Workspace Admin
GDPR Training
MS Excel Expert

Gustavo Fernandez Cardone

IT Systems & Identity Administrator

IT Systems Administrator with 6+ years delivering MDM solutions (Jamf Pro, Microsoft Intune), cloud platform management, and end-to-end device lifecycle automation across multi-country environments. Proven track record leading zero-touch deployments, SSO/identity integrations (Okta, Azure AD, Entra ID), and API-driven workflow automation for cross-functional international teams. Currently operating as independent MDM consultant, combining delivery management expertise with deep technical execution.

WORK EXPERIENCE

Freelance | CyberHero IT Consultant

Oct 2024 – Present Barcelona (Remote)

- Delivering MDM consultancy across the world, specializing in Jamf Pro, Jamf Now, Mosyle, JumpCloud and Microsoft Intune deployments for Apple and Windows device fleets.
- Designed zero-touch enrollment workflows using ADE/DEP, Apple Business Manager, and AutoPilot, reducing onboarding time by 60%+.
- Resolved complex L2/L3 incidents via remote support and root-cause analysis, improving system reliability and end-user satisfaction.
- Automated Jira Service Management workflows with custom API integrations and scripts, significantly cutting ticket resolution time.
- Produced technical runbooks, MDM policy frameworks, and troubleshooting guides to enable client self-sufficiency.

Delivery Manager | Gold Results

Jan 2025 – Present Alicante (Remote)

- Overseeing end-to-end customer request delivery in enterprise environments, managing monthly release cycles including PRE/PRO deployment planning and freeze period coordination.
- Implemented ITSM workflows for incident, change, and testing management aligned with SLA compliance standards.
- Drove process automation via tool integrations, reducing operational response times and improving team efficiency.
- Collaborated with Quality Office on KPI monitoring, test evidence tracking, and stakeholder reporting across global teams.

IT System Administrator | Paack Logistics Iberia

Oct 2022 – Jan 2025 Barcelona

- Architected and deployed Jamf Pro and Apple Business Manager from scratch, enabling centralized MDM enrollment and device lifecycle management for the full fleet.
- Built Okta SSO automations for user provisioning/deprovisioning and SAML-based app integrations across the org.
- Led platform consolidation (M365 to Google Workspace, Slack to Chat, Jamf to Intune, TravelPerk to Jira SP), reducing license costs by 30%+.
- Integrated Okta, Slack API, and Atlassian APIs to automate cross-platform workflows and user lifecycle events.
- Led outsourced support team, handling L1/L2 escalations and ensuring SLA adherence across departments.
- Managed IT device fleet renewal: supplier negotiations, renting agreements, and hardware lifecycle planning.

IT Senior Support Engineer | Paack Logistics Iberia

May 2022 – Oct 2022 Barcelona

- Managed Jira Service Management and Confluence as platform owner, including projects, automations, and documentation.
- Handled device enrollment and decommissioning across Intune, Jamf, Google Workspace, and Apple Business Manager.
- Onboarded new users in Google Workspace, Okta, and Office 365; maintained asset inventory and documentation.

IT System Administrator | Webhelp

Jul 2021 – May 2022 Barcelona

- Supervised L1 technicians and IT escalations; owned ticketing tools and incident management workflows.
- Managed Jamf / MDM profile deployments and Apple Business Manager enrollment for the device fleet.
- Handled user onboarding via Active Directory and Azure AD; produced troubleshooting guides and video tutorials.

IT Helpdesk Technician | Webhelp

Jun 2020 – Jul 2021 Barcelona

- Provided remote and phone-based user support; managed IT tickets and diagnosed technical issues.
- Assisted with OS/software update rollouts and coordinated device shipment logistics.

Produced recurring technical reports on common incident patterns and issues.

ADDITIONAL WORK EXPERIENCE (non IT)

Professor of Materials Technology & Tutor | Instituto Técnico Salesiano Lorenzo Massa

Mar 2015 – Dec 2018 Tucumán, Argentina

Project Manager & Draftsman | VHA Empresa Constructora SA

Jan 2017 – Dec 2018 Tucumán, Argentina