

Jacob Dolph

Endpoint Engineer | Infrastructure Operations | Tier-3 Windows Support

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PROFESSIONAL SUMMARY

Endpoint Engineer with progressive IT experience across enterprise support, senior technical escalation, and endpoint engineering. Strong background supporting Windows 10/11 environments, endpoint lifecycle management, Ivanti EPM/Neurons, Workspace ONE UEM, application packaging, imaging, patching, driver/BIOS updates, and Tier-3 troubleshooting. Practical, operations-focused engineer known for root-cause analysis, clear documentation, vendor coordination, and translating repeat support issues into scalable endpoint standards and deployment processes.

CORE TECHNICAL SKILLS

Endpoint Management	Ivanti EPM, Ivanti Neurons, Workspace ONE UEM / Omnisia, MobileIron, Android Enterprise, Samsung Knox OEMConfig
Windows Engineering	Windows 10/11, feature upgrades, Group Policy, registry, OMA-URI, Windows Update remediation, Event Viewer/log analysis
Deployment & Imaging	PXE, WinPE, WIM imaging, driver injection, HII, Surface/Lenovo/Dell hardware support, BIOS/firmware deployment
Automation & Packaging	PowerShell, silent installs, MSI/EXE/MSIX deployment, detection logic, winget, Office Deployment Tool, Dell Command Update CLI
Identity, Network & Security	Active Directory, Entra ID/Azure AD troubleshooting, Okta SSO, certificates, Cisco AnyConnect, GlobalProtect migration support

PROFESSIONAL EXPERIENCE

Endpoint Engineer — Lawson Products, Chicago/O'Hare Area

April 2025 – Present

- Engineer and support enterprise endpoint solutions for Windows 11 devices, Android tablets, Surface, Lenovo, and Dell hardware across production support and deployment workflows.
- Administer Ivanti EPM, Ivanti Neurons, Workspace ONE UEM / Omnisia, and legacy MobileIron for device configuration, app deployment, compliance, and troubleshooting.
- Build, test, and troubleshoot MSI, EXE, MSIX, PowerShell, winget, Office Deployment Tool, and Dell Command Update deployments with platform-specific detection and compliance logic.
- Support Windows 11 readiness and feature upgrade initiatives, including driver compatibility, BIOS/firmware updates, device policy validation, user impact analysis, and remediation planning.
- Resolve complex endpoint issues involving Windows Update failures, application install errors, certificates, VPN connectivity, Okta SSO behavior, cellular/WWAN issues, and driver conflicts.
- Create deployment notes, support scripts, technical documentation, and operational procedures for help desk, service delivery, and engineering teams.

Senior Technical Support — Lawson Products

April 2024 – April 2025

- Served as an advanced escalation point for endpoint, application, device, and user-impacting incidents in a business-critical support environment.
- Supported Windows desktop troubleshooting, device setup, hardware replacement, application repair, VPN troubleshooting, Microsoft 365/Exchange issues, Active Directory tasks, and device lifecycle workflows.
- Partnered with engineering resources to diagnose recurring issues and transition repeat fixes into standardized scripts, documentation, policy changes, or deployment improvements.

Technical Support — Lawson Products

April 2022 – April 2024

- Provided frontline and escalated IT support for enterprise users, endpoints, applications, account access, hardware, printers, mobile devices, and remote connectivity.
- Built strong operational knowledge across service desk workflows, ticket documentation, incident prioritization, end-user communication, and cross-team escalation, leading to promotion into Senior Technical Support.

IT Support Specialist — Heniff Transportation Systems, LLC

July 2020 – April 2022

- Supported end-user technology needs in a full-time IT support role, troubleshooting hardware, software, account access, connectivity, and endpoint issues.

SELECTED ENGINEERING PROJECTS & TECHNICAL HIGHLIGHTS

- **Windows 11 endpoint enablement:** supported transition and management planning for Windows 11 sales laptops while maintaining Android tablet management in Workspace ONE UEM.
- **Ivanti application deployment:** packaged and troubleshoot enterprise applications, shortcuts, drivers, and runtime dependencies through Ivanti Neurons/EPM, including download/cache failures and compliance states.
- **Imaging and driver support:** supported PXE/WinPE imaging, Surface/Lenovo/Dell driver injection, storage/NIC driver troubleshooting, HII failure analysis, and boot media workflows.
- **Connectivity and identity troubleshooting:** investigated Okta SSO, embedded browser behavior, Cisco AnyConnect certificate/routing failures, GlobalProtect migration scenarios, and cellular-only authentication issues.

TOOLS & PLATFORMS

Ivanti EPM | Ivanti Neurons | Workspace ONE UEM / Ommissa | MobileIron | Microsoft 365 Admin | Exchange | Active Directory | Entra ID / Azure AD | Group Policy | PowerShell | Windows Event Viewer | DISM | WinPE | PXE | WIM | Dell Command Update | Lenovo / Surface driver packs | Samsung Knox Service Plugin | Okta | Cisco AnyConnect | GlobalProtect

EDUCATION

Bachelor's Degree in Information Systems & Technology, Specialization in Security — Southern Illinois University Carbondale