

Cody Garthwaite

IT Support & Endpoint Management | Infrastructure Projects | Custom Tools & AV Systems

608-608-1079 | garthwaite555.cg@gmail.com | Wisconsin | Valid Driver's License

Summary

IT professional with 6+ years across enterprise healthcare and multi-site education, combining Tier 1-2 end-user support with infrastructure project leadership and software development. Leads enterprise-scale projects including printer and PC fleet migrations, merger integration workstreams, VLAN updates, and AV-over-IP multimedia installations. Builds custom applications and automation in Python and PowerShell. Deep hands-on experience with Microsoft Intune, SCCM, Active Directory, Microsoft 365, Windows, macOS, and ChromeOS endpoints, plus Cisco and Aruba networking. Computer Science graduate and 6x WOW Award recipient, known for root cause fixes, clear documentation, and calm, plain-language support in 24/7 environments, including active operating rooms.

Career Highlights

- Leading asset integration for the FHN merger at Mercyhealth: trained and led technicians through deployment of 150+ printers, with a replacement of approximately 1,000 PCs in planning and execution.
- Led the enterprise-wide migration of 300+ network printers from Ricoh to Xerox across hospital and clinic sites, coordinating vendors, scheduling, and onsite rollouts.
- Developed a custom print-server monitoring application with advanced search across printer name, driver, model, and IP, plus activity logging for accountability, and other tools that automate support workflows.
- Headed two large-scale multimedia installations for a school district, including complete AV-over-IP systems, and engineered a cost-saving audio setup delivered with limited resources.
- Built Linux servers as distribution points caching Windows updates for the enterprise SCCM-to-Intune migration; reduced school district downtime 25% through root cause analysis and permanent fixes.

Professional Experience

Desktop Support Technician - Mercyhealth

May 2025 - Present

- Provide Tier 1 and Tier 2 support for clinical and administrative users across hospital and clinic locations in a high-availability, 24/7 environment, resolving 10-15 tracked tickets per week within SLAs alongside enterprise project leadership.
- Lead asset integration work for the FHN merger, training and leading technicians through 150+ printer deployments and planning the replacement of approximately 1,000 PCs across the combined organization.
- Lead the enterprise-wide migration of 300+ network printers from Ricoh to Xerox, owning vendor coordination, departmental scheduling, and onsite installation.
- Create and deploy Intune configuration, compliance, and software packages for the enterprise SCCM-to-Intune migration; lead macOS management, owning how Macs are enrolled, configured, and managed, and built Linux servers as distribution points to cache Windows updates.
- Partnered with the security team on the SentinelOne endpoint protection rollout, personally deploying agents across the entire Mac fleet (~20 devices) and pushing VPN configuration to all Macs through Intune.
- Configured and manage clinical Android devices for the Emergency Department, building Intune device groups and customizing phones with Epic Rover: initial rollout of ~30 devices, expanding to ~100 across the organization.
- Perform switch configuration on Cisco and Aruba hardware and lead a project updating VLANs and replacing thin clients across Freeport (FHN) sites alongside printer swaps; work closely with networking and systems administration teams, regularly taking on portions of their workload.
- Design and develop custom software in Python and PowerShell, including a print-server monitoring and tracking application with complex search (name, driver, model, IP) and usage logging, streamlining fleet oversight and accountability.
- Administer Active Directory accounts, groups, and permissions for onboarding and offboarding, including access control and equipment provisioning under healthcare security and compliance standards.
- Image, deploy, and maintain Windows endpoints, laptops, mobile devices (iOS/Android), and peripherals to enterprise baselines; perform proactive patching and system updates.
- Support Microsoft 365 and Office applications, email, VPN and remote access; document reproducible resolutions and escalate with clear context to infrastructure, application, and vendor teams.

IT Technician - Whitewater Unified School District, Whitewater, WI

Apr 2022 - May 2025

- Served as the primary IT resource across multiple buildings, supporting staff and students in a mixed Windows and ChromeOS environment with Google Workspace.
- Reduced system downtime by 25% through root cause analysis of recurring issues and permanent, preventative fixes.
- Headed two large-scale multimedia installations for the district, including complete AV-over-IP systems, and engineered a cost-saving audio setup delivered with limited resources.
- Led hardware refresh and software deployment projects, including device imaging, setup, and user data migrations, with minimal disruption to instruction.
- Mentored and supervised a student IT team through coaching, ticket delegation, and review.
- Managed IT asset inventory and full lifecycle from procurement through decommissioning; trained faculty and staff on tools and best practices.

Freelance Video Editor - Remote

Feb 2021 - Present

- Run a self-directed remote client business: technical support and onboarding, plus custom automation that cut manual administrative tasks by 40%.

Video Editing Instructor - University of Wisconsin-Whitewater

Sep 2021 - May 2022

- Designed and delivered coursework on video production and editing, providing one-on-one technical support to students.

Education & Certifications

Bachelor of Science in Computer Science, Interactive Media Design - University of Wisconsin-Whitewater, Graduated May 2021

CompTIA A+ Certification - In Progress (currently studying)

6x WOW Award Recipient - Mercyhealth (Oct 2025 - Apr 2026): peer and leadership service-excellence awards, including supervisor recognition for taking full ownership of the enterprise Xerox printer rollout at the Janesville location.

Technical Skills

- **Endpoint Management:** Microsoft Intune (policy creation, app/software deployment, compliance, enrollment), SCCM, device imaging and deployment, patch management, Android/iOS device management including clinical devices (Epic Rover).
- **Systems:** Windows 10/11, macOS management via Intune, Linux server setup and maintenance (update-caching distribution points), ChromeOS, Active Directory administration, Microsoft 365 and Office support, Google Workspace.
- **Security:** SentinelOne endpoint protection deployment and policy rollout, least-privilege access administration, healthcare (HIPAA) security and compliance practices.
- **Networking:** switch configuration, VLAN updates and administration, DNS, DHCP, TCP/IP, Wi-Fi and VPN troubleshooting, Cisco and Aruba environments, network printing, VoIP.
- **Software Development:** Python and PowerShell scripting and custom application development (print-server monitoring/tracking tool with advanced search and logging), workflow automation.
- **AV and Multimedia:** AV-over-IP system installation, audio system design and engineering, video production and editing.
- **Projects and Service:** enterprise migrations and merger integration, vendor coordination, team training and leadership, ticketing systems and SLA management, technical documentation and knowledge bases, IT asset lifecycle management, on-call support.