Philip Gaw
Southern California
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WORK EXPERIENCE

Systems Specialist
Eastside Christian Church, Anaheim, CA
May 2021 – Present

Owned end-to-end IT operations, balancing system reliability, security improvements, and cost-effective vendor and licensing decisions.

- Implemented Mosyle MDM for Apple devices from the ground up, establishing centralized management and standardized provisioning where none previously existed
- Redesigned VLAN and subnet architecture across multiple campuses, replacing ad-hoc addressing with a scalable network structure that supported new locations and future growth
- Introduced organization-wide security awareness training and phishing simulations, establishing a formal security program
- Modernized and updated existing IT policies to align with current security, acceptable use, and device management practices
- Led migration of on-prem phone system from FreePBX to RingCentral, improving reliability and remote support capability
- Administered Google Workspace and Microsoft 365 environments, including identity lifecycle management, access controls, and security settings
- Provided in-person and remote technical support for staff and tracked requests using Zendesk to ensure timely resolution and documentation

IT Coordinator
First Evangelical Free Church of Fullerton, Fullerton, CA
January 2015 – April 2021

Managed infrastructure, endpoints, and vendor relationships while operating within a defined IT budget and prioritizing scalable, cost-conscious solutions.

- Managed and maintained server, network, and endpoint infrastructure supporting staff, classrooms, and ministry operations
- Administered Google Workspace and Microsoft 365 environments, including identity lifecycle management and security controls
- Implemented Jamf Pro MDM and Apple Business Manager (DEP/VPP) from the ground up, establishing centralized management and touch-free deployment for Mac and iPad devices
- Introduced organization-wide cybersecurity awareness training and phishing simulations, establishing a formal security program where none previously existed
- Designed and maintained network infrastructure, including firewalls, WAN failover, switches, and wireless access points
- Evaluated vendors, negotiated pricing, and partnered with leadership to plan and manage the IT budget
- Implemented cloud storage and archival solutions using AWS S3 and Glacier
- Implemented operational platforms including visitor management and preschool management systems
- Supported IT onboarding and training for new staff members
- Supported live production systems including ProPresenter, camera connectivity, and streaming platforms (Vimeo), troubleshooting hardware, software, and network issues in real time and contributing to equipment and platform decisions

IT Associate
Rockharbor Church, Costa Mesa, CA
August 2014 – March 2017

- Implemented PRTG monitoring from the ground up for servers and network devices, establishing centralized visibility into system health and performance
- Installed and managed VMware ESXi hosts and virtual machines, supporting core services and testing environments
- Implemented Apple device management from the ground up using OS X Server profiles and MDM tools, establishing centralized configuration and management for Mac systems
- Deployed and configured desktops and laptops for staff, including OS imaging, user setup, and troubleshooting
- Responded to helpdesk requests and documented systems, configurations, and projects for future reference

Webmaster
Icon Marketing, Brea, CA
September 2011 – January 2015

- Maintained and updated client websites and web applications
- Managed, backed up, and restored MySQL databases
- Diagnosed and remediated compromised websites, including malware removal and recovery
- Built contact and signup forms and supported email newsletter campaigns

Technical Support & System Builder
Alltek Supplies, Inc., Brea, CA
June 2005 – August 2014

- Built and deployed custom server systems and workstations across Linux and Windows environments
- Provided end-user technical support, networking setup, and backup solutions
- Managed inventory, vendors, purchasing workflows, and internal systems including databases and the company website

PERSONAL INFRASTRUCTURE LAB

Self-managed environment for hands-on systems design, testing, and validation

- Designed and maintained a virtualized and containerized lab using Proxmox, VMware ESXi, Docker, and Linux
- Built segmented network architectures using VLANs, firewall rules, and VPN access to simulate multi-site and production-style environments
- Implemented monitoring, logging, and alerting to observe system health and troubleshoot failures
- Tested backup, restore, and failure scenarios to validate recovery procedures and operational readiness
- Used CI/CD workflows to deploy and iterate on small services and internal tools

EDUCATION

De La Salle University – College of Saint Benilde   (1994 – 1997)
Bachelor of Science in Business Administration major in Computer Applications (Management Information Systems)

CERTIFICATIONS

Jamf Certified Associate
Google Technical Support Fundamentals (Coursera)