

Steele Shaffer

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IT Support & Endpoint Security Specialist

Endpoint management and IT security professional with hands-on experience supporting and securing approximately 1,400 endpoints in a healthcare environment. Skilled in vulnerability remediation, patch management, PDQ Deploy and Inventory, Active Directory, Group Policy, PowerShell, Arctic Wolf, and Meraki. Helped reduce the organization's security risk score from 8.1 to approximately 5.5 while cutting active endpoint risk by about 50%. Penn State graduate known for technical troubleshooting, thorough documentation, and a strong drive and motivation to learn new technologies.

WORK EXPERIENCE

OSS Health

03/2025 – Present

Endpoint Management Technician • Full-time

York, PA

Support the lifecycle, security, and reliability of approximately 1,400 Windows endpoints across a healthcare environment. Manage patching, software deployment, vulnerability remediation, Group Policy, endpoint security tools, and technical troubleshooting using PDQ Deploy and Inventory, Active Directory, PowerShell, Arctic Wolf, and Meraki.

- Reduced organizational security risk score from 8.1 to approximately 5.5 and cut active endpoint risk by about 50% by remediating thousands of vulnerabilities across Windows systems, applications, and policy configurations.
- Developed and deployed a PowerShell application-update assessment tool that refreshes PDQ Inventory version data hourly, giving help-desk staff a desktop GUI to identify outdated applications by computer name and streamlining triage and remediation.
- Manage and respond to Arctic Wolf security incidents, investigating endpoint activity and coordinating remediation to improve response accuracy and efficiency. Created the company's current Tabletop exercise.
- Administer and troubleshoot Active Directory and Group Policy; reviewed approximately 105 GPOs and created a structured remediation plan documenting findings and actionable steps for policy cleanup and security hardening.
- Use PDQ Deploy and PDQ Inventory to deploy software, patch systems, maintain endpoint inventories, and produce reports supporting ongoing device maintenance.

EDUCATION

Bachelor of Science in Information Sciences & Technology

Pennsylvania State University – World Campus •

GPA: 3.6/4.0

University Park, PA (Online) •

08/2022 – 08/2025

Dean's List 5 of 6 semesters. Relevant Coursework: Networking and Telecommunications; Systems Integration and Problem Solving; Organization of Data (Databases and MySQL); Discrete Mathematics; Java/Object-Oriented Programming

SKILLS

Active Directory, Application Support, Arctic Wolf, Database Querying, Endpoint Management, Endpoint Security, Group Policy, GUI Development, Hardware Troubleshooting, Incident Response, Infrastructure Troubleshooting, IT Support, Meraki, Microsoft Visio, Networking, Patch Management, PDQ Deploy, PDQ Inventory, PowerShell Automation, SIEM Monitoring, Software Deployment, Technical Documentation, Vulnerability Management, Vulnerability Remediation, Windows 10/11 Administration