

Diego Eduardo

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Education & Certificates

South Careers Institute

Certificate, Software Development

Online
January 2023

Ubiquiti

Certification: UniFi Full Stack Professional

Hartford, CT
June 2025

Framingham High School

Electives: Computer Science, Electronics, Web Design

Framingham, MA
2013

Experience

Connect United, Inc.

Director of Information Technology

Westborough MA / Hybrid
November 2023 – Present

- Implement and manage secure, scalable IT infrastructure across multi-site environments
- Serve as sole IT resource managing all support across church, school, and childcare
- Lead system administration, vendor management, and hardware/software upgrades
- Run low voltage projects (Cat6, SDI, AV installations) and manage VoIP solutions
- Maintain Jamf and Intune MDM platforms, ensure device compliance and asset tracking

Harvard Law School

Service Desk Associate

Cambridge, MA
January 2023 – November 2023

- Delivered Tier 1–2 technical support for 1,000+ faculty, staff, and students across Windows, macOS, and enterprise applications
- Resolved hardware, software, AV, and network issues while maintaining SLA compliance via ServiceNow
- Supported onboarding/offboarding, account provisioning, and classroom/hybrid learning environments
- Collaborated with IT teams to escalate complex issues and improve service delivery processes

Additional Experience includes: Loan Processor (CrossCountry Mortgage), Loan Coordinator (Guaranteed Rate), BDC Representative Manager (Woburn Toyota & Prime Honda), Sales Consultant (Bernardi Honda), and early roles in food service and retail.

Leadership & Activities

Connect Church

Production Director

Ashland, MA
June 2019 – Present

- Directed all live production (audio, video, lighting, livestream) for weekly services and special events
- Recruited, trained, and led a volunteer team to ensure consistent, high-quality execution
- Maintained and upgraded AVL systems, including digital mixers, cameras, and ProPresenter
- Collaborated with worship and media teams to deliver engaging, seamless worship experiences

Skills

Development: HTML, CSS, JavaScript, SQL, MongoDB

Tools: Jamf, Intune, Microsoft 365, Adobe Suite, Figma

Audio: Pro Tools, Logic Pro X

Systems: Ticketing Systems, Asset Tracking, MDM's

Language: Bilingual – English & Portuguese

Interests

Videography, Simulations, Car Shows, Music, Gaming, UX/UI Design, Software Development