
MASON KERNS-HARPER

(559) 273-6680

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Linkedin: www.linkedin.com/in/masonkh

PROFILE

Information systems professional with 4+ years of experience bridging enterprise IT, business analysis, systems integration, workflow automation, and technical project coordination. Combines hands-on infrastructure experience with requirements gathering, process documentation, API/webhook integrations, scripting, and user enablement. Known for turning operational pain points into reliable systems, clearer workflows, and practical technology improvements across public-sector and financial-services environments.

TECHNICAL SKILLS

INFRASTRUCTURE

Active Directory, Microsoft Exchange, Group Policy, Windows 10/11, enterprise Windows support, Veeam Backup & Replication, Ubiquiti Protect, NVRs, IP cameras

DEVELOPMENT & AUTOMATION

PowerShell, Python, JavaScript, HTML/CSS, SQL, REST APIs, webhooks, Git, AI workflow automation, internal web applications

BUSINESS SYSTEMS

business analysis, requirements gathering, process mapping, workflow design, vendor coordination, user training, technical project coordination

ENTERPRISE APPLICATIONS

Salesforce CRM, GoHighLevel, Google Workspace, Microsoft 365, CRM administration, dashboards, GIS fundamentals, SaaS administration

EXPERIENCE

OFFICE SYSTEMS COORDINATOR III - VENTURA COUNTY - 2025-PRESENT

- Coordinated agency-wide Windows 10 to Windows 11 migration planning, translating technical dependencies into readiness tracking, rollout communications, and escalation paths that reduced disruption risk for business users.
- Administered Active Directory, Microsoft Exchange, and Group Policy changes for enterprise users, improving identity, mailbox, policy, and endpoint reliability while supporting consistent security practices.
- Developed PowerShell scripts and repeatable support workflows to streamline account, device, reporting, and remediation tasks, reducing manual effort and improving operational data quality.
- Implemented Veeam Backup & Replication improvements and supported deployment of an air-gapped tape library process, strengthening recovery readiness and resilience against ransomware scenarios.
- Developed internal web applications and AI-enabled workflow automations that converted manual request handling into reusable business-system tools for faster, more consistent staff support.
- Supported Ubiquiti Protect, Network Video Recorder systems, and IP camera deployments, coordinating configuration, troubleshooting, and vendor follow-up for physical security technology projects.
- Partnered with vendors and cross-divisional teams across infrastructure, applications, facilities, and end-user groups to move technical initiatives from requirements clarification through implementation support.
- Supported enterprise troubleshooting across Windows endpoints, line-of-business applications, identity services, network-adjacent issues, and basic GIS workflows, restoring service while documenting repeatable fixes.

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EXPERIENCE

SYSTEMS ADMINISTRATOR - WESTERN PIONEER FINANCIAL - 2022-2025

- Designed Salesforce CRM and GoHighLevel architecture for lead intake, follow-up, marketing, and loan-team workflows, implementing 100+ automations that improved speed, consistency, and visibility across revenue operations.
- Integrated CRM, marketing, and financial platforms using APIs, webhooks, Zapier, and Power Automate, reducing duplicate entry and improving data consistency for 80+ users.
- Partnered with sales, loan, and operations stakeholders to gather requirements, analyze business processes, and translate user needs into technical specifications, workflows, and adoption plans.
- Built dashboards, reports, documentation, and user training resources that improved pipeline visibility, system adoption, and cross-team handoffs between real estate and lending functions.
- Implemented Google Workspace administration practices for accounts, permissions, groups, and access controls, making onboarding, offboarding, and support requests more consistent and auditable.
- Supported CRM, automation, endpoint, OS, and SaaS issues across Windows and macOS environments, pairing technical troubleshooting with user coaching to improve long-term adoption.

IT SPECIALIST - ALAMEDA MORTGAGE CORPORATION - 2021-2022

- Supported business users across Windows, macOS, productivity applications, devices, and SaaS tools, resolving technical issues that kept front-office and loan operations running.
- Coordinated account setup, hardware provisioning, and support documentation for new hires and system changes, improving onboarding consistency and repeatability.

EDUCATION

UNIVERSITY OF ARIZONA - INFORMATION SCIENCE & TECHNOLOGY B.S., 2022