

CLARKE DORSEY

E: clarke@clarkedorsey.com
P: 415.819.6086
A: San Francisco, California 94118
W: www.clarkedorsey.com

PROFESSIONAL SUMMARY

Multidisciplinary operator with deep roots in cybersecurity, IT, and hospitality. Known for scaling operations, securing systems, and creating seamless customer experiences - from shipping iOS security at Apple to modernizing bar tech and hospitality services. Comfortable in chaos, driven by impact, and always building the next playbook.

WORK HISTORY

Casa Technologies - Operations Consultant

San Francisco, CA • 03/2025 - 05/2025

Supported operations through a key growth phase by designing scalable systems, SOPs, vendor networks, training workflows, and AI-powered tools that improved consistency, accelerated task execution, and enhanced service quality for a seed-stage Home Management solution.

540 Rogues - Founder/Head of Technology & Ops

San Francisco, CA • 07/2021 - 06/2024

Led the purchase, renovation, and operations of a landmark bar, managing compliance, tech infrastructure, AV systems, team performance, inventory protocols, and customer engagement to drive profitability, exceed growth targets, and build lasting brand loyalty.

Apple Inc. - Global Security Specialist (Security Engineer)

Cupertino, CA • 02/2016 - 03/2021

Led IT administration across key platforms while driving iOS hardware security initiatives – implementing and testing advanced protections, reverse engineering vulnerabilities, collaborating cross-functionally, and contributing to the development and deployment of Face ID and other features that reduced incidents by 15% and protected millions in potential losses.

Toyota San Francisco - Technical Support Specialist

San Francisco, CA • 07/2014 - 01/2016

Designed and maintained scalable Cisco-based network infrastructure, migrated systems to the cloud with secure compliance, deployed multi-site workstations, implemented automated backups and updates, and provided hands-on IT support and training to enhance operational efficiency.

Clarke Dorsey LLC - IT Solutions & Support

San Francisco Bay Area, CA • 01/2011 - 01/2016

Provided full-spectrum IT and security consulting for clients including Samsung, Toyota, and Nozomi Networks – delivering network deployments, relocations, data center automation, penetration testing, and iOS jailbreak development while maintaining 100% client satisfaction and long-term partnerships.

IT Convergence - Support Specialist - Help Desk

San Francisco Bay Area, CA • 06/2008 - 12/2010

Delivered Tier 1 and 2 IT support by resolving technical issues, managing onboarding and provisioning, documenting solutions, coordinating escalations, and providing advanced troubleshooting across endpoints, access, and enterprise applications with a focus on speed, accuracy, and user satisfaction.

SKILLS

Security & Infrastructure: MDM/IAM

(Jamf, Okta/Auth0), Palo Alto Prisma, Cisco, Splunk, Meraki, LaunchDarkly

Tech Stack: Python, SQL, Ruby, C/C++, macOS/iOS/Linux/Windows

Ops & Tools: Notion, Zendesk, ServiceNow, Jira, Linear, Git, Sentry, Slack, Discord, Zoom, Google Suite, Retool, Carta, Stripe, Zapier, OpenAI, Drata/Vanta

Leadership & Soft Skills: Training, Cross-functional Collaboration, Customer Experience, Solutions-Oriented, Technical Troubleshooting, Enthusiastic, Adaptability, Empathy, Strategic Communication, Stakeholder Management, Process Improvement

CERTIFICATIONS

IT Infrastructure Library (ITIL 4)

CompTIA Security+

CompTIA Network+

Cisco Certified Network Associate (CCNA)

Certified Professional Hacker (CPEH)

Apple Certified Mac Technician (ACMT)

Certified Operating Systems (COS)

Certified Network Principles (CNP)

Certified Vulnerability Assessor (CVA)

Certified Security Awareness 1 (CSA1)

Certified Security Awareness 2 (CSA2)

Certified Info Tech Principles (CITP)

Certified Hardware Tech (CHT)

EDUCATION

University of California At Berkeley

Political Economics & Computer Science