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Enterprise IT Leader | Desktop Support & End User Services Leader | IT Operations Expert | macOS & Windows Unicorn

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• Perth Amboy, NJ

## Technical Skills & Platforms

 Collaboration Tools Zoom, Cisco Webex, Teams, Office 365	 ITIL Service Management ServiceNow, Freshdesk, Zendesk, JIRA	 Operating Systems macOS, Windows 10/11, Linux, IOS, Android
 Identity & Access Management (IAM) OKTA, Azure AD	 Automation & Scripting PowerShell, Bash, Python	 SaaS & Cloud Platforms Google Workspace, Slack, Salesforce, Monday, Atlassian, Confluence, AWS
 Security CrowdStrike, Patch Manager Plus, VPN	 Mobile Device Management JAMF, INTUNE, Workspace ONE, SOTI	

## Summary

As a hands-on IT leader, I not only guide teams but actively engage in solving complex technical challenges, ensuring operations run smoothly from top to bottom. With over a decade of experience, I've successfully scaled startups and optimized IT environments, implementing strategies like automation and zero-touch deployment to reduce ticket resolution times by 20% and boost service efficiency by 30%. I lead by example, combining strategic vision with deep technical expertise to ensure IT solutions align with business goals and drive measurable improvements.

## Experience

Apprentice.io	Remote
Director of IT	09/2021 - 11/2023
<ul style="list-style-type: none"><li>Managed IT operations for 3,000+ Apple and Windows devices, providing seamless service and 100% security compliance. Imagine a world where your entire IT fleet is fully optimized, secure, and running without a hitch—that's what I can do.</li><li>Optimized SaaS licensing and user management, resulting in \$1M annual savings, allowing the company to reinvest in strategic initiatives without increasing overall IT spend.</li><li>Managed company-wide IT initiatives, introducing zero-touch deployment strategies that improved IT operational efficiency and reduced downtime by 20%.</li><li>Created an automated onboarding process that cut new hire setup time by 50%, ensuring faster access to essential tools and improving first-day productivity for remote employees.</li><li>Designed and implemented custom IT dashboards, providing real-time analytics on device health, network performance, and security threats, enabling data-driven decision-making for executive leadership.</li><li>Enhanced security by integrating Identity and Access Management (IAM) with our HR system, automating user provisioning and de-provisioning. This streamlined process reduced manual effort and errors, saving the IT team an average of 15 hours per month, while ensuring access control accuracy and improving overall compliance with security protocols.</li></ul>	
ITV America	New York
IT Manager	03/2018 - 09/2021
<ul style="list-style-type: none"><li>Managed IT operations for 300+ devices, deploying MDM solutions that drove a 20% increase in efficiency. With me, your IT team won't just function—they'll excel.</li><li>Managed a full MSP with two direct reports, overseeing end-to-end service delivery. I'll ensure smooth, stress-free vendor management and service execution, so you never have to worry.</li><li>Slashed recovery times by 50% for critical production media through strategic backup protocols, safeguarding assets and protecting your business from downtime.</li><li>Reduced IT ticket backlog by 30% within the first 6 months by reorganizing the service desk structure and introducing new SLAs for faster resolution times.</li></ul>	

## Experience

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Medidata

New York, NY

Senior IT Lead

03/2016 - 03/2018

- Led IT onboarding training for new hires and contractors, ensuring they were fully equipped and productive from day one. By developing effective training programs, I can help your team get up to speed faster and improve IT operational efficiency.
- Directed IT support for C-level executives, ensuring flawless execution of quarterly earnings calls, board meetings, and company off-sites. If you require high-level IT support for key stakeholders, I'll ensure seamless execution of critical business operations, allowing your leadership team to focus on strategic decisions without technical disruptions.
- Managed the full asset lifecycle for over 2,500 hardware and software items, cultivating strategic vendor partnerships that improved performance and reduced costs by 15%. I can implement similar asset management processes in your organization to ensure resource optimization, reduced downtime, and cost-effective procurement.
- Optimized relationships with cell phone carriers, leading procurement, contract negotiations, and cost management strategies that saved the company \$100,000 annually. I'll bring the same strategic vendor management to your team, driving cost savings while ensuring high-quality service and product delivery.

RMS

Hoboken, NJ

Senior Service Desk Engineer

06/2014 - 03/2016

- Delivered a 95% first-contact resolution rate, ensuring prompt and effective IT support for all users.
- Developed user-friendly IT documentation, cutting training time by 40% and improving overall system adoption.
- Delivered strategic IT support for C-level executives, ensuring seamless execution of high-stakes meetings and events, contributing to the continuity and reliability of RMS's leadership operations.
- Led company-wide macOS deployments using JAMF, achieving 100% security compliance and reducing vulnerabilities—critical to ensuring RMS's data remains protected and compliant with industry standards.
- Managed global user accounts, ensuring 99% accuracy in provisioning and secure access control.

## Core Competencies

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Leadership & Team Development · UEM/MDM Platforms (JAMF, Intune, Workspace ONE) · IT Operations & Infrastructure Management · Project & Change Management · End User Services Support & Desktop Engineering · Service Level Agreement · Cybersecurity Compliance & Patch Management · End User Services Leadership · Desktop Support · Automation & Scripting · Vendor & Budget Management · Identity & Access Management (IAM) · Cost Optimization · Strategic IT Planning · IT Helpdesk Management

## Certification

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JAMF Certified Admin

CompTia A+

## Education

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Middlesex County College

Edison, NJ

Computer Science

- Bachelors