

CHAZ CHAMBERLAIN

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

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• Perth Amboy, NJ

Core Competencies

Leadership & Team Development • UEM/MDM Platforms (JAMF, Kandji Intune, Workspace ONE) • IT Operations & Infrastructure Management • Project & Change Management • MSP Oversight & Vendor Management • Service Level Agreement • Hardware Lifecycle & Asset Management • Cybersecurity Compliance & Patch Management • Helpdesk Leadership & Desktop Support • Identity & Access Management (IAM) • Strategic IT Planning • Budget Management • SDLC

Summary

Experienced IT Director with a strong track record of leading service desk teams, improving IT operations, and aligning technology with business needs. I oversee all aspects of IT support, ensuring systems run smoothly, issues are resolved quickly, and employees have the tools they need to be productive. Managing an 8-person team, I focus on building efficient processes, reducing downtime, and introducing automation to improve response times. I work closely with leadership to ensure IT is not just a support function but a key part of the company's success.

Experience

Vox Media New York, United States
IT Director, Service Desk 2024 - Present

- Own and drive all aspects of IT service desk operations, ensuring seamless, high-impact support across the organization.
- Lead and develop an **8-person** IT team, setting the vision, strategy, and execution for top-tier service delivery.
- Architect and implement scalable IT support frameworks that enhance efficiency, reduce downtime, and optimize the employee experience.
- Enforce best-in-class IT policies, security standards, and process improvements to maintain a high-performing, resilient environment.
- Lead major technology initiatives, improving automation, self-service capabilities, and proactive issue resolution.
- Foster a culture of accountability, innovation, and continuous improvement, ensuring the IT team operates at peak performance.

Freelance IT Consultant Various
Independent Contractor 11/2023 - Present

- Server/Network Racking and Hardware Configuration: Successfully completed multiple server racking projects for small to medium-sized businesses, ensuring optimal placement and cabling for efficient operations.
- Server Storage Configuration: Configured and optimized server storage solutions for clients, improving data management and system performance across Windows and Linux environments.
- Hardware Swaps and Upgrades: Performed critical hardware swaps and upgrades, including CPU, memory, and storage replacements, enhancing system performance for individual clients and businesses.
- MDM/UEM Consulting (JAMF Pro & Intune): Delivered expert consulting services on mobile device management, primarily using JAMF Pro and Intune, to ensure secure, compliant, and efficient management of Apple and Windows devices across various industries.
- End-User Support and Training: Provided ongoing support and training to clients on MDM/UEM platforms and new hardware/software implementations, ensuring a smooth transition and optimal system usage.

Apprentice.io Remote
Director of IT 09/2021 - 11/2023

- 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.
- Collaborated closely with an MSP to oversee servers, networks, and cybersecurity, ensuring consistent monitoring, support, and data recovery capabilities.
- Optimized SaaS licensing and user management, resulting in \$1M annual savings, allowing the company to reinvest in strategic initiatives without increasing overall IT spend.
- Reduced downtime by 20% through zero-touch deployment strategies and streamlined IT processes, resulting in improved operational efficiency.
- Led the optimization of SaaS licensing and user management, generating \$1M in annual savings to reinvest in key strategic initiatives.
- Created and implemented an automated onboarding process, reducing new hire setup time by 50%, boosting productivity on day one.
- Designed real-time IT dashboards for network performance and security threat analytics, enabling data-driven decision-making for executives.

Experience

ITV America

New York

IT Manager

03/2018 - 09/2021

- 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.
- Oversaw a full MSP, ensuring seamless vendor management and service execution, with a focus on cybersecurity and network integrity.
- Slashed recovery times by 50% for critical production media through strategic backup protocols, safeguarding assets and protecting your business from downtime.
- 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.

Medidata

New York, NY

Senior IT Lead

03/2016 - 03/2018

- Managed vendor relationships and conducted contract negotiations, saving the company \$100,000 annually through strategic carrier partnerships.
- 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.
- Led company-wide macOS deployments using JAMF, achieving 100% security compliance and mitigating data vulnerabilities.

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.

Certification

JAMF Certified Admin

CompTia A+

Education

Middlesex County College

Edison, NJ

Computer Science

- Bachelors

Technical Skills & Platforms

Active Directory · Network Security · Azure · Windows Powershell · Firewalls · Sharepoint · CrowdStrike · Endpoint Security · Helpdesk · Gsuite · Intune · IOS · ITIL · Jamf · Linux · Mac OS · G Suite · MDM/UEM (Mobile Device Management) · Microsoft 365 · Okta · Android · Microsoft Teams · SSO · Office 365 · VMWare · VMware ESXi · Windows · Atlassian Suite · Jira · Crestron · Python/Bash · Apple IOS · Agile · Azure AD · Quality Assurance · Client Management · IAM