

Dominique Crayton

Okta Administrator

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([Dominique L. Crayton](#))

Detail-oriented Identity and Access Management professional with over 10 years of experience in system configuration, enterprise platforms, and regulated environments. Hands-on Okta Administrator experience gained through real-world labs since January 2026, including user lifecycle management, group rules, RBAC, ABAC, and Okta Expression Language. AWS Cloud Practitioner and Okta Certified Professional with strong troubleshooting, documentation, and audit validation skills.

AREAS OF EXPERTISE

Identity & Access Management (IAM) | Okta Administration | User Lifecycle Management | RBAC & ABAC | Okta Expression Language | Group Rules & Automation | Access Provisioning & Deprovisioning | Audit Logs & Compliance | System Configuration | Troubleshooting | Cross-Functional Collaboration | Training and Mentorship

TECHNICAL SKILLS

Okta | Microsoft Office Suite | JSM | Salesforce | Sharepoint | AS400 | Confluence | MHK | Jira

PROJECTS

Okta IAM Hands-On Labs | January 2026 – Present

- Configured Okta users, groups, and lifecycle states including Active, Locked, Suspended, and Deactivated.
- Built dynamic group rules using Okta Expression Language with logical operators for automated access control.
- Implemented RBAC and ABAC using user attributes such as department, region, and user type.
- Troubleshoot rule failures caused by case-sensitive attribute mismatches and validated fixes through system logs.
- Verified access changes using Okta system logs and group event logs for governance and compliance.

PROFESSIONAL EXPERIENCE

Business Consultant | 07/ 2024 - PRESENT

MHK (MedHOK) | Tampa, FL

- Translate business and technical requirements into accurate system configurations.
- Perform configuration, impact analysis, and testing, resolving issues faster than SLA targets.
- Collaborate with development and QA teams to support secure and compliant implementations.
- Support client system implementations and production rollouts, ensuring successful deployment across environments.

Clinical Analyst, CGSO Services and Support, Med D PA Admin | 07/ 2019 – 07/2024

CVS Health | Richardson, TX

- Configured and tested Medicare Part D benefits within MedHOK, maintaining 99% accuracy and compliance with CMS guidelines.
- Implemented quality control procedures that increased department-wide accuracy by 25% and reduced configuration errors.
- Led process optimization initiatives, boosting efficiency by 15% and accelerating release execution timelines.

Senior Representative, Med D PA Admin | 07/ 2016 – 07/2019

CVS Health | Richardson, TX

- Executed Medicare Part D configuration changes with 100% accuracy and compliance with CMS requirements.
- Directed Welcome Season initiative, achieving a 40% increase in customer satisfaction scores through streamlined benefit setups.
- Implemented new quality measures, reducing department variance rate by 20%.

Representative II, Prior Authorization | 06/ 2014 – 07/2016

CVS Health | Richardson, TX

- Reduced onboarding time by 20% and increased productivity by 10% by mentoring new team members.
- Maintained a 95% accuracy rate for processed cases through regular quality control checks.
- Decreased customer complaints by 30% by troubleshooting and resolving issues in collaboration with cross-functional teams.
- Handled inbound calls to complete Prior Authorizations for members.

CERTIFICATIONS

AWS Cloud Solution Practitioner

Okta Certified Professional

EDUCATION

Associate of Science, Kinesiology & Health
Tyler Junior College | Tyler, TX