

ADRIANO ZOINO

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SUMMARY

Highly skilled IT professional with extensive experience in Mobile Device Management, Systems Administration, and IT Support. Expertise in Unified Endpoint Management, Enterprise Mobility, and Device Lifecycle Management, managing and supporting 150,000+ operational field, airline, and healthcare devices. Dedicated to creating seamless and efficient workflows, enhancing productivity, and ensuring optimal performance through innovative solutions and proactive problem-solving.

EDUCATION & CERTIFICATIONS

- Bachelor of Science in Information Technology | Kean University | Union, NJ | 2021
- Apple Certified IT Professional | Exp. 08/02/2027
- Microsoft 365 Fundamentals
- AWS Certified Cloud Practitioner | Exp. 01/11/2024
- CompTIA A+ | Exp. 07/27/2022

PROFESSIONAL EXPERIENCE

NTT Data (Rebadged from UPS) – Mahwah, NJ | (08/2025 – Present)

- Rebadged from UPS to NTT Data effective August 1, 2025, following the conclusion of UPS employment on July 31, 2025. Continued supporting UPS operations in the same capacity, ensuring seamless transition and uninterrupted service delivery.

UPS – Senior Systems Programming Analyst | Mahwah, NJ (06/2024 – 07/2025)

- Primary device administrator and implementation support for all major UPS airline fleets/operations
 - Electronic Flight Kit (operations pilot fleet)
 - Aviation Security (internal airline audit security fleet)
 - Mobile Mechanics (airline mechanic fleet)
 - Flight Forward (UAV pilot fleet)
 - Crew Van Visibility (airport transportation and taxiing fleet)
- Administer Android and iOS devices for UPS domestic operations including package cars, freight trucks, airlines, healthcare, and training, as well as international operations in Germany and Türkiye. Responsibilities encompass managing OS updates, ensuring compliance with security standards, deploying applications, supporting operational outages within SLA, and tracking and resolving cases with ServiceNow
- Configured and maintained Microsoft Entra ID identity access workflows for operational endpoint users, enabling secure authentication and role-based access across critical enterprise fleets.
- Implemented access restrictions based on device hardware, OS version, and enrollment state to uphold Zero Trust architecture standards and ensure compliant onboarding across managed endpoints.
- Led proactive OS patch management and version control across iOS and Android device fleets, ensuring security alignment with internal policies and minimizing operational risk.
- Coordinate and facilitate third-party vendor cases and meetings by delivering essential logs, translating team-reported issues and feature requests into vendor cases, and ensuring timely resolution through effective vendor management practices
- Configure and manage the Workspace ONE UEM Mobile Device Management system and Apple Business Manager environment, ensuring it meets operational needs and security standards
- Provide comprehensive remote assistance support, including remote control of devices to efficiently diagnose and resolve end-user issues, ensuring minimal disruption to operations and enhancing user satisfaction
- Create clear and comprehensive documentation, presentations, SOPs, video guides, and Excel sheets to support training and operational efficiency

UPS – Systems Programming Analyst | Mahwah, NJ (09/2022 – 06/2024)

- Support and maintain UPS Unified Endpoint Management environment via Omnisia Workspace ONE console, ensuring efficient management and security of endpoint devices
- Primary administrator and implementation support for operation teams BASETFS, CAIR, CORA, GTSNGS, CAIR, DOST, GNS WLAN, Premier, and CHCS

- Served as backup project implementation support, assisting primary contacts to ensure project advancement
- Deploy internal and third-party applications to improve project operation performance
- Facilitate effective written/verbal communications with System Engineering team and operation teams

UPS – Telecommunications Technician / Mahwah, NJ (07/2021 – 08/2022)

- Manage and support Machine-to-Machine servers, including provisioning, troubleshooting vulnerabilities, and decommissioning servers
- Troubleshoot, repair, and escalate telecom cellular and infrastructure issues to the appropriate vendor
- Analyze, audit, record, and prepare telecom cellular billing for payment
- Support the provisioning, decommissioning, troubleshooting, and documentation of corporate cellular devices

Kean University – Help Desk Analyst / Union, NJ (09/2019 – 06/2021)

- Maintained Kean servers in Union-NJ, Ocean-NJ, Wenzhou-China.
- Administered student, faculty, and staff user and email accounts.
- Implemented user account security countermeasures to secure network assets and private user data.
- Configured, trained, and deployed IT Helpdesk software such as:
 - Freshservice ITSM Software, Freshcaller, BeyondTrust Remote Support, Pulse Secure
- Applied extensive experience and understanding of computer hardware/ software troubleshooting.
- Answered phones in a professional manner, provided support to user inquiries and transferred to appropriate staff members.

LEADERSHIP EXPERIENCE

UPS iOS Device OS Update Compliance Initiative:

Created and implemented a standard for UPS on how to update iOS devices. This standard includes automated workflows, compliance policies, device pop-up messaging, and automated report generation which aggregates data into monthly compliance reports, with reports sent to relevant contacts, business partners, and information security team.

UPS Mobile Mechanic Maintenix Outage:

Acted as the primary facilitator and case manager with Apple, Zscaler, and Omnisia to address a critical issue reported by the Mobile Mechanics. A vital Airline Mechanic application on the iPads was failing, leading to a near-total operations stoppage. This situation required extensive coordination between the business and vendors, along with simultaneous technical troubleshooting, to resolve the issue and restore operations through a custom expedited iOS update deployment and automated hourly update reports

UPS Fishing Club Founder:

Founded the UPS Fishing Club, which grew to 30 members. Successfully organized several outdoor and indoor fishing events, as well as informational sessions, for the UPS Mahwah facility. These activities were conducted in accordance with the UPS Employee Engagement Committee (EEC)

PROGRAMS/SERVICES

- | | |
|-------------------------------|------------------------|
| • Omnisia Workspace ONE UEM | • AppleCare Enterprise |
| • Workspace ONE Intelligence | • Zebra StageNow |
| • Mobile Device Management | • Absolute Netmotion |
| • Unified Endpoint Management | • Amazon Web Services |
| • Device Lifecycle Management | • Microsoft 365 |
| • Apple Business Manager | • Microsoft Office |
| • ServiceNow | |

END USER SUPPORT

Remote Assistance
Efficient Troubleshooting
Customer Satisfaction

LANGUAGES

MySQL
HTML
PowerShell
Java
PHP

OPERATING SYSTEMS

Android
iOS
Windows
Linux
macOS