Joseph Smith | smithmjoey@outlook.com | [LinkedIn](#) | [GitHub](#) | [Website](#)

IAM Support Analyst with knowledge of identity lifecycle management, authentication systems, and access governance. Experienced in diagnosing and resolving issues within Fortra IAM platforms, managing SSO integrations, and supporting secure Active Directory and PowerShell connector deployments. Strong cross-functional collaborator with a focus on automation, compliance, and continuous improvement in enterprise access environments.

SPECIALTIES

IAM Policy Design | Product Strategy | IAM Lifecycle Management | Stakeholder Engagement | Compliance (SOX, GDPR, HIPAA) | Technical Documentation | Secure Architecture | IAM Automation

PROFESSIONAL EXPERIENCE

IAM Support Analyst, Fortra, San Antonio, Texas

July 2022 – January 2025

- Provided Tier 2/3 technical support for Fortra's Access Assurance Suite (AAS) and Access Authenticator Platform (AAP) in enterprise IAM environments.
- Diagnosed and resolved complex provisioning, SSO, and connector integration issues across Active Directory, PowerShell, and SQL-based targets.
- Configured and maintained IAM components including workflows, certificates, authentication policies, and application servers.
- Supported multi-domain and DMZ deployments, ensuring security compliance and performance optimization.
- Utilized ConfigMover, Workflow Launch, and AAS dashboards to troubleshoot and migrate configuration changes between environments.
- Collaborated with product engineering and client infrastructure teams to identify and remediate root causes in IAM workflows.
- Authored and maintained technical notes and best practice guides for connector management, TLS configuration, and workflow logging.
- Enhanced support automation by developing PowerShell scripts and leveraging IAM audit data to streamline user access operations.
- Contributed to IAM upgrade and patch management initiatives to ensure environment security and stability.
- Delivered exceptional customer service, achieving SLA compliance and maintaining high satisfaction ratings from enterprise clients.

Installation Administrator – Robert Half, San Antonio, Texas

February 2022 – April 2022

- Migrated on-prem environments to cloud with minimal disruption.
- Automated infrastructure provisioning using Bash and PowerShell.
- Configured cloud monitoring for performance and cost optimization.
- Supported Infrastructure-as-Code deployments

Cybersecurity Analyst – Infinite Stack Development Solutions, San Antonio, Texas

May 2021 – April 2022

- Developed and maintained Kubernetes clusters, optimizing deployment pipelines and debugging pods to support microservice-based applications.
- Managed identity governance for microservices, optimizing deployment pipelines and ensuring secure configurations.

- Spearheaded the migration of on-premises systems to AWS, implementing robust IAM configurations to ensure secure access.
- Conducted risk assessments and implemented proactive measures, ensuring alignment with cloud security best practices.
- Defined identity governance processes and enforced access controls across hybrid environments.
- Partnered with stakeholders to evaluate access needs, identify gaps, and implement corrective measures.

Knowledgebase Application Specialist ESET, North America, San Diego, California

August 2015 – March 2016

- Collaborated with development teams to resolve system issues and implement enhancements, improving overall system performance.
- Provided comprehensive technical documentation to support ongoing maintenance and knowledge sharing.

TECHNICAL SKILLS

Programming Languages: Python, Bash, PowerShell

Cloud Platforms: AWS, Azure, Google Cloud

Infrastructure Automation: Terraform, Ansible, Chef, CloudFormation

Containerization: Kubernetes, Docker

Cloud Security: Best practices, compliance, and risk assessment

EDUCATION

Bachelor of Science in Information Technology

Colorado Technical University, Colorado Springs, Colorado

Specialization: Software Engineering

CERTIFICATIONS

CompTIA CySA+ (Certified: September 2024)

CompTIA Security+ (Certified: September 2021)

AWS Cloud Practitioner (Certified: October 2021)

Languages