

Eric James

Riga, Latvia | Eligible to work in the EU and U.S.

ericwjames309@gmail.com | opsfirefighter.carrd.co

Date: November 11, 2025

Apryse Hiring Team

Dear Hiring Team at Apryse,

I'm excited to apply for the Senior IT Operations Specialist role. Across two decades in enterprise technology and operations leadership, I've built a reputation for solving complex technical problems, designing stable systems, and leading with precision in high-demand environments. The opportunity to contribute to Apryse's infrastructure and global support operations strongly aligns with both my technical background and my process-driven mindset.

At NTT DATA, I supported enterprise environments across healthcare, media, and biopharma clients—overseeing system uptime, access management, and compliance controls. I managed global user permissions through Azure AD, led hardware/software inventory and MDM oversight, and implemented SOPs that reduced onboarding time by 20 % while improving SLA compliance by 21 %. I've also deployed and maintained operational frameworks for secure collaboration, backup validation, and service ticket analysis across multiple time zones.

I'm comfortable with both Mac and Windows environments, familiar with Intune and Jamf configuration, and experienced in ITSM queue triage, hardware lifecycle management, and user issue resolution from front-line diagnosis to root cause analysis. My approach combines technical fluency with human clarity—I help teams stay aligned, informed, and confident that the systems behind them are reliable.

Apryse's commitment to innovation and cross-regional collaboration resonates deeply with me. I'd be honored to bring my experience in IT operations, documentation, and support optimization to strengthen your global infrastructure and user experience.

Thank you for considering my application. I look forward to the opportunity to discuss how I can support Apryse's mission of powering efficient, scalable solutions.

Kind regards,

Eric James

ERIC JAMES

Jurmala, Latvia

+371 25129357 / +1 615-241-6646 - ericwjames309@gmail.com

TARGETED TITLE

Senior IT Operations Specialist

WEBSITES, PORTFOLIOS, PROFILES

- <https://opsfirefighter.carrrd.co>

PROFESSIONAL SUMMARY

IT operations leader with 23 years of experience managing systems, compliance, and cross-regional technical support. Skilled in diagnosing complex hardware/software issues, implementing MDM and IAM frameworks, and standardizing enterprise IT workflows. Known for improving uptime, efficiency, and team alignment in multi-platform environments (Intune, Jamf, Azure AD, O365, ServiceNow).

CORE COMPETENCIES

- | | |
|---|--|
| • Systems Administration: Device provisioning, user configuration, troubleshooting, and lifecycle management (Windows / macOS / Intune / Jamf) | • ITSM & Service Operations: ServiceNow ticket triage, SLA monitoring, root cause analysis, escalation handling |
| • Compliance and Governance: HIPAA and GDPR compliance, Access control, Data-privacy governance, Audit documentation, Risk mitigation | • Automation & Tooling: Intune, Jamf, Azure AD, O365, Power BI, Excel/Google Sheets, Jira, Confluence, Python (basic scripting) |
| • Inventory & Asset Management: Hardware/software tracking, MDM recordkeeping, Vendor coordination, Equipment logistics | • Cross-Team Collaboration: Documentation & SOP development, Process improvement, Training, Problem resolution |

CERTIFICATIONS & TRAINING

- Responsible AI - Google Cloud Skills Boost (2025) - Ethical AI principles, bias mitigation, transparency, and human-in-the-loop design
- ITIL v4 Foundations Certified
- NTT Data's Internal AI Certification (White Belt)
- Agile Team Collaboration (Jira, Confluence, ServiceNow)
- PMP Coursework In Progress
- Leadership Training – The Wackenhut Corporation

WORK HISTORY

2025 to Present

Founder / Product & Data Strategy Lead
ForgeTomorrow – Remote/Tennessee, USA

- Managed all system setup, cloud access, and operational documentation for distributed teams.

- Oversaw data integrity, backups, and compliance alignment across multi-region servers.
 - Designed access and permission systems to protect sensitive project data.
- 2015 to 2025
- Client Services Team Lead**
NTT DATA – Remote/Tennessee, USA
- Directed enterprise operations across 13 accounts with \$25 M in annual service value.
 - Led endpoint provisioning, user account creation, and asset tracking for distributed teams.
 - Managed access controls (AD / O365), implemented MDM inventory standards, and streamlined device configuration via Intune.
 - Coordinated ITSM queue handling, reducing issue turnaround time by 17 %.
 - Authored 500 + pages of documentation covering IT processes, security posture, and client SLAs.
- 2001 to 2015
- Operations & Security Leadership Roles**
Various Employers – Kentucky and Tennessee, USA
- Led safety and critical response operations for manufacturing and public sector teams.
 - Developed and maintained system access records, compliance reports, and audit trails.
 - Coordinated shift handovers and emergency response documentation — experience now applied to IT risk management and continuity planning.

EDUCATION

- 05/2001
- High School Diploma**
White House High School - White House, TN, USA
Equivalent professional experience (18+ years leadership) in lieu of formal degree.

TECHNICAL HIGHLIGHTS

- **Platforms:** Windows, macOS, Intune, Jamf, Azure AD, O365, ServiceNow, Confluence
 - **Security:** IAM, MDM, Endpoint Hardening, Policy Documentation
 - **Tools:** Power BI (reporting), SQL (basic queries), Python (scripting), Jira (tracking)
-
- **Languages:** English (fluent)
 - **Availability:** Immediate | Global-remote | Available to work any timezone