

Roman Faria

IT Engineer

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SKILLS

Languages/Frameworks: Node, Javascript, Typescript, React, Git, Express, Tailwind CSS, PostgreSQL, HTML, Python, Next, Bash, Powershell

Platforms: AWS, Firebase, Jamf, Kandji, Mosyle, JumpCloud, Okta, Slack, Workday, Jira, Confluence, Zoom, O365, BetterCloud, Zapier, GCP, Lessonly, 1Password, Firebase, Meraki, Linux, Windows, MacOS

EXPERIENCE

IT Systems Engineer | Caribou | Remote

September 2023 - April 2024 (RIF)

- Leverage BetterCloud to automate onboarding/offboarding processes for ITOps team
- Lead IT infrastructure projects from conception to implementation, ensuring they meet business needs and are delivered on time and within budget
- Migrated HRIS systems from Zenefits to UKG
- Manage and oversee Caribou's IT infrastructure, ensuring security compliance and optimal performance
- Develop and implement IT policies and procedures to ensure compliance with legal and regulatory requirements
- Create and deploy scripts to automate deploys in JumpCloud MDM for Windows and MacOS
- Configure and deploy zero touch device onboarding for MacOS
- Write documentation in Confluence on built automation and new process implementation
- Assess new technology to leverage and write overview documentation for leadership
- Assess and patch device/app vulnerabilities in our environment
- Created Change Control system within Jira for Engineering Org to cut down on deploy errors per cycle

IT Systems Engineer | Benchling | San Francisco, CA

September/2022 - May/2023 (RIF)

- Optimized operational workflows through automation builds leveraging shell scripting, python and Okta workflows
- Lead IT infrastructure projects from conception to implementation, ensuring they meet business needs and are delivered on time and within budget
- Migrated HRIS systems from Bamboo to Workday
- Develop and implement IT policies and procedures to ensure compliance with legal and regulatory requirements
- Manage and oversee Benchling's IT infrastructure, ensuring security compliance and optimal performance
- Created automation for vulnerability patching cycle using Jamf and Automox
- Cut company license spend by over \$1mil through App Rationalization initiative
- Implemented Device Trust measures across global company
- Created checks and balances process to maintain SOC2 compliance

IT Analyst | Liftoff | Redwood City, CA

June/2020 - July/2022 (RIF)

- First IT hire at ~100 employees
- Migrated HRIS system from bamboo to UKG
- Manage and oversee Liftoff's IT infrastructure, ensuring security compliance and optimal performance
- Develop and implement IT policies and procedures to ensure compliance with legal and regulatory requirements
- Lead IT infrastructure projects from conception to implementation, ensuring they meet business needs and are delivered on time and within budget
- Built IT process for onboarding/offboarding creating new organization methods for cross team operations and increasing efficiency
- Implemented Okta and Helpdesk systems for app centralization reducing support request turnaround and streamlining app admin processes
- Integrated org2org Okta merge post company merger for better top down view of app ecosystem and consolidation

IT Operations Engineer | Knotel | San Francisco, CA

July/2019 - April/2020 (RIF)

- Custom tailored IT builds according to client specifications to allow for personalized feel in their new space
- Managed build timelines and operations for IT vendors and contracted Managed Service Providers
- Managed IT operations for Knotel's west coast region
- Saved company over ~\$1mil through spend reduction and network design efforts through vendor contract negotiation and partnership

Systems Administrator | Utimaco | Campbell, CA

Dec/2018 - June/2019 (RIF)

- Dynamic role that fulfilled both systems administration for U.S.corporate environment while also assisting R&D teams with development operation support
- Administrator and support for both test environment and air gapped development environment which utilized Jira, Confluence, Bitbucket, and Jenkins
- Facilitated move from two separate offices into single new location after acquisition of new company assets within first 60-day time frame
- Assisted with implementation of on-site and remote data center for business continuity
- Responsible for researching new technology to be implemented and provide proof of concept to management
- Built processes for new office and provided proof of concept/test phase for in house cloud systems (NextCloud) within 1-week project scope and no budget impact
- Made recommendations regarding infrastructure overhauls • Planned and implemented upgrades to system hardware and software

Lead Analyst | BACS Consulting | Mountain View, CA

Dec/2017 - Dec/2018

- Responsible for working closely with multitude of Executive level managed clients at enterprise level to see to their IT needs on both day to day and large-scale project basis
- Mentor and lead level one analysts in day to day operations and skill growth
- Act as liaison between higher tier engineers and main contacts at client companies
- Deploy and maintain bevy of software and network hardware
- Assess and manage client expectations and satisfaction with ongoing projects both in short and long term
- Part of BACS Data Center team that manages and maintains proprietary data center for cloud services
- Performed system analysis, documentation, testing, implementation, and user support
- Consulted infrastructure overhaul for client SAP and Exchange systems which was completed within 4-day timeframe with very low business impact
- Completed migration of new client cloud infrastructure to BACS data center within one week and no budget impact

Information Technology Associate | The Kanavel Group | San Jose, CA

Feb/2017 - Dec/2017

- Focus of systems administration over multiple school networks and any IT troubleshooting needs
- Maintenance and backup/updating of site servers/hardware and database systems
- Utilization of MDM, ticketing, VPN, Identity Management, Internet Content Filtering, Firewall/Firewall monitoring, Citrix, Wireless networking, Communications hardware, Backup tools, and network management software
- Acting as liaison between Kanavel Group and client schools, ensuring client satisfaction with all work in progress or completed
- Manage any IT project needs that arise
- Created training exercises to help education staff better understand technology in use and their ability to utilize it
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions

EDUCATION

Fullstack Academy Web Development Bootcamp

Software Engineering Certificate

Full-time, Full Stack Javascript Web Development Immersive

April/2023 - July/2023

