

Manager, Enterprise Systems Manager, Enterprise Systems Manager, Enterprise Systems -  
 Foundation Medicine, Inc Durham, NC Work Experience Manager, Enterprise Systems Foundation  
 Medicine, Inc - Morrisville, NC March 2018 to Present Supervisor of five-person team that is  
 responsible for all on-site technology needs, including desktop support, networking, systems,  
 vendor relations and information security Support site growth from twelve to one hundred and  
 seventy staff members in three years, which has included four separate office moves and build outs  
 Cultivate a customer-focused team mentality, which has led to the personal and professional  
 growth of my direct reports Responsible for writing and executing PowerShell scripts for task  
 automation, process improvement and reporting, as well as teaching scripting skills to team  
 members Manager of the global Enterprise Systems team (separate from my site's support team)  
 which is responsible for administering, configuring, maintaining, and upgrading systems which  
 impact internal users, including Office 365 (Exchange Online), Group Policy, Active Directory, Okta  
 (SSO), Dell Data Security and Systems Center Configuration Manager (SCCM) Order and track  
 inventory for all assets managed by Technology at NC site Nominated by peers and selected by  
 the Executive Team to receive our company's 2019 Cultural Pillar award for "Speak Sincerely,  
 Listen Bravely, Act Selflessly" Systems Administrator Foundation Medicine, Inc - Morrisville, NC  
 May 2016 to February 2018 Responsible for all user support, vendor relations and technology  
 management for office of approximately sixty-five end users Part of four-person global team that  
 manages a multi-site, VMware server environment with four vCenter clusters and roughly five  
 hundred Windows/Linux servers (patching/monitor and analyze logs) and assists the Cloud Team  
 with server builds in AWS, particularly internal web and infrastructure servers Provided weekly  
 on-boarding and security training for all new users at site Supported the all company users and  
 infrastructure remotely, including serving as Subject Matter Expert (SME) for Office 365 (Exchange  
 Online), Group Policy and Active Directory Configured applications and users for identity  
 management through Okta (SSO), leveraging both SAML and OAuth 2.0 protocols Daily use of  
 PowerShell for automation, process improvement and reporting Built and maintained system  
 images using MDT/WDS Managed Apple and mobile devices using AirWatch Maintained and

administered Horizon View VDI environment      Performed desktop patching and managed ticket queue using Landesk      Helped corporate migration to LastPass Enterprise      Assisted with system backups using Veeam and Commvault      Helped build multi-site SCCM environment to replace other technologies      Supported multiple HR Ops projects, including automating new hire creation using feeds from Oracle, as well as setting up the back end of a corporate seating directory application called iOffice Systems Support Specialist Foundation Medicine, Inc - Cambridge, MA March 2016 to May 2016      Provided end-user support as part of five-person team, supporting Windows, Mac and Linux      Imaged Windows 7 desktop and laptops and OS X laptops      Responded to Service Desk tickets according to ITIL Framework and SLAs      VoIP support, including Cisco products Junior System Administrator American Institute for Foreign Study - Stamford, CT October 2015 to March 2016      Integral part of newly formed security team to handle HIPAA compliance project      Wrote multiple policies for department and end user security practices      Worked with third party auditing company to improve security within environment      Assisted with migration to Office 365 (Exchange Online) from Exchange 2013      Provided help desk escalation support, maintained regular Windows server backups (tape and Commvault) and was secondary IIS administrator Client Services Administrator LogMeIn, Inc - Boston, MA February 2015 to October 2015      Part of two-person support team handling internal help desk requests for a rapidly growing headquarters site of roughly five-hundred staff members      Supported a PC/Mac/Linux environment comprised of mostly highly skilled end users      Maintained vendor relationships, asset management, software deployments/imaging and remote troubleshooting using industry-best tools      Used LogMeIn products extensively, including remote support tools: Pro and Rescue Desktop Support American Institute for Foreign Study - Stamford, CT February 2014 to January 2015      Active Directory administration      Provided multi-level support for approximately one-hundred and fifty staff members      Supported backup procedures using tape and Commvault      Eliminated the company's need to outsource Mac support      Represented IT on the New Hire Committee      Was selected to provide in-person support for the Chairman of the company at his private residence Education B.S. in Information Technology University of Massachusetts Lowell - Lowell, MA 2013

Skills Powershell (4 years), Security (5 years), Active Directory (5 years), Microsoft SCCM (3 years), Office 365 (5 years), Microsoft Exchange (5 years), Group Policy (5 years), Python (Less than 1 year), Okta SAML (3 years) Links <http://linkedin.com/in/williamallo> Certifications/Licenses AWS Certified Cloud Practitioner October 2018 to October 2020 Okta Certified Professional April 2019 to April 2020 CompTIA Security+ December 2016 to December 2019 CompTIA Network+ October 2016 to December 2019

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