

Bhavin Amin

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Profile

System administrator + IAM & endpoint engineer specialising in automation, shifting focus into DevOps.

Education

University of Pittsburgh | Bachelor of Arts

Skills

Development: C# via .NET, node + react

Windows Administration: Powershell, Active Directory + IIS, SCCM, Group Policy via AGPM, basic SQL, VMWare Vcenter + ESX for managing servers / hosts

macOS Administration: JAMF MDM, bash, Python, launchd, AutoPkg

Security: Crowdstrike

DevOps: Docker, Terraform IaaS <- deployed gaming servers to GCP via Terraform. Server features include: permanent disk to save game state, static IP, the compute instance itself, auto shutdown (24 hours), limited permission IAM groups so friends can manage the server

Work Experience

2023- Present | Cozen O'Connor | Senior Enterprise Systems Engineer

- Performed Windows Server 2012 to 2019 migrations, both in-place and migrations
- Wrote custom Powershell scripts with detailed logging for various application deployments
- Wrote code interfacing with various law firm REST APIs, most notably InTapp Conflicts to create and modify search types and client/party information
- Project management: led a project to stand up infrastructure for a confidential ancillary business unit - this included setting up a new domain within our Azure forest, provisioning Exchange accounts, adopting a new cloud-hosted product that will run the business, performing GRC + SOC2 Type II audits against the vendor and extending our AD schema to provide the business with its own SCCM and OSD instance

2021- 2023 | Voyager Digital | Lead System Administrator (IAM)

Okta wasn't the only responsibility I had, but it was the main one. Other responsibilities include JAMF administration, endpoint management, and junior security analyst monitoring via Crowdstrike.

- Implemented Okta's Single Sign On authentication platform for the company working with security, governance, and HR team members in architecting MFA rules, device trust, user profile structure and group membership structures
- Integrated and assigned more than 50 applications into production for SAML and OIDC based authentication, notably among them are Atlassian Cloud (Jira), Slack, Tableau, AWS and Snowflake
- Set up SCIM provisioning for various cloud applications to automate app-side provisioning
- HR automation: integrated Trinet with Okta so it automatically creates Okta accounts for new hires
- Set up role and department based access based on Okta group memberships
- Proficient with OEL (Okta Expression Language) to establish group rules for the automatic assignment of new accounts into appropriate groups, which subsequently automatically assigns them into the right application assignments with appropriate access levels
- Familiar with the OEL via the Okta API, called via Powershell and Python scripts to automate maintenance tasks such as sweeps for user deactivations and account deletions or for requested reporting purposes
- Managed 1000+ MacBooks via JAMF, creating configuration profiles, packages and custom bash and Python scripts to enforce updates and other policies.

2012-2021 | Penn Medicine | Senior System Administrator

Due to the lengthy time I've been at Penn, entries below are in chronological order with some of my most recent efforts and accomplishments listed first.

- Architected the policies and rollout of Microsoft Teams to our emergency departments to limit Covid-19 exposure from patients and first responders to our staff. Expanded MS Teams rollout to the rest of the health system.
- Stood up additional 20 Citrix servers hosting Remote Desktop Connection to facilitate a surge of 2500 additional connections due to a shift to remote work during Covid-19. Facilitated in getting AD infrastructure ready for the premature opening of a new hospital wing in case of a surge in Covid-19 patients.
- Created real-time data dashboards in Shiny via R to help us monitor the performance of servers during an expected Covid surge. These dashboards showed user connections, memory usage, CPU usage, and the rate of

logons onto our systems.

- Created a real-time data dashboard in Shiny via R to help us see our insecure LDAP connections for Microsoft's March 2020 patch that could force us into secure LDAP and break applications. Microsoft has since backed down on forcing secure connections, allowing us time to use this dashboard and convert about 100 insecure application calls into secure LDAP calls.
 - Citrix Administrator (from 2017 to current) that has worked with migrating servers from XenApp 6.5 to 7.6 to 7.15. Familiar with publishing applications into StoreFront or desktop via delivery groups and machine catalogs. Familiar with Citrix SDK, opening, editing, and sealing PVS images.
 - As a favor to our data team, became a de-facto Hadoop administrator in addition to my current responsibilities to help kerberize and maintain a Linux-based data cluster
 - SCCM admin from 2012 to 2017 working with operating system deployment, software distribution, reporting on software/hardware inventory, and patching / deploying software updates.
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- Possess deep understanding of SCCM client interactions with management points, distribution points and local WMI repository. Familiar with all client side logs (CCMExec, ExecMgr, PolicyAgent, etc) for client troubleshooting.
 - Developed numerous Task Sequences (TS) for OSD and application deployment. Familiar with TS environment and developed HTAs to be presentable during Task Sequences both in PXE and OS (through ServiceUI hook). Familiar with setting up TS variables and basing step completions on them. Current OS is Windows 7.
 - Developed and pushed 200+ packages via SCCM to 30,000 computers for various projects. Installation packages are primarily created via WiX, AdminStudio, and wrapper scripts using batch, VBS, and Powershell.
 - Created Windows Powershell scripts to move 40,000+ workstations between OU's, add users to AD groups, join computers to the domain, query WMI for workstation information, manage SCCM clients, and remediate computers in emergency situations.
 - Experience with object oriented programming for UI development and using development as a solution. Developed installation bootstrappers in C# that present countdowns, progress bars, and reboot warnings to end users. Compiled with reusable classes and dynamic application manifests.
 - Deep understanding of Windows OS due to familiarity with .NET library. IE. Event handling -> Created a service that monitors when an end user logs off or locks their computer and certain maintenance actions fire off based on those events.
 - Experience with web development. Front end experience includes styling HTML with CSS coupled with jQuery/making AJAX calls through angular. Backend experience includes using the Express, Tornado and Django python frameworks with database interactions (SQLite and MongoDB). Continuously learning new frameworks.
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- Created and deployed GPOs at enterprise levels to manage including but not limited to: Trusted Sites, power settings, registry keys (through group policy preferences), screensaver content, and workstation lockdowns for clinical machines in urgent care areas.
 - Constantly in communication with other teams and management to coordinate solutions to problems that surface through software deployment, group policy changes, patching or any other mass effect / high risk environment changes.
 - Consistently weighing risk of impact against new project proposals and infrastructure changes given the complex scope and diversity of our computer environment in our inpatient and outpatient areas.

2011 | Cephalon Inc | Support Analyst

- Logged 800 tickets per month remotely troubleshooting general IT issues such as virus removal, network connectivity, unlocking AD accounts, and pushing applications through SCCM.
- Physically set up new computers, cleared printer jams and re-imaged computers via ImageX.

2010 | Select Medical Corporation | Support Specialist I

- Logged 300 tickets per week remotely troubleshooting network connectivity issues, printing halts, general OS level errors, and errors within Hospital Applications such as Therapy Source, HMS, and Rehab Toolkit.
- Led Project: Assembled 10+ pieces of documentation on how to resolve network issues and errors occurring within certain applications

2008-2010 | Transition Strategies, LLC | Bookkeeper/Administrative Assistant/IT Support

- Recorded AP/AR ledgers, itemised expenses and ran invoices for firm's checking and IOLTA accounts.
- Troubleshot network connectivity, Amicus Attorney, PCLaw, and installed various software including MS Office.
- Performed hardware and software upgrades + deployments

Activities / About Me

Piano player, well-behaved Philly sports fan and a dog dad. Big fan of books and movies: I believe a large part of my success comes from stories and narratives that have inspired and taught me to communicate effectively and befriend people from all walks of life.