

# BRANDON BIBBINS

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(Open to Relocation)

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## PROFESSIONAL SUMMARY

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IT Support & Operations leader with **12+ years** transforming employee technology experiences at high-growth SaaS and technology companies. Proven track record building and scaling IT teams through hypergrowth, shifting operations from reactive support to proactive, AI-powered service delivery. Expert in designing frictionless systems where security enables productivity. Deep expertise in Jamf Pro, Okta, Google Workspace, and Jira Service Management. Currently pioneering AI agent workflows using Claude, GPT, and Gemini to automate provisioning, triage, and employee support. Passionate about cross-functional partnership, vendor management, and building internal platforms that anticipate user needs.

## PROFESSIONAL EXPERIENCE

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### IT Director, Employee Technology & Experience — Liquid IV (Unilever) 2022 – Present

- Lead IT Support & Operations across helpdesk, systems operations, and asset management; built high-performing team delivering **30%** operational efficiency gains while improving employee satisfaction scores
- Transformed IT from reactive ticket-based support to proactive, data-driven experience management, implementing root-cause analysis and automated workflows to eliminate recurring friction points
- Built and own roadmap for company's self-service IT Hub, achieving **40–60%** zero-touch resolutions and significantly reducing employee effort
- Design AI-first workflows where LLM agents (Claude, GPT) handle provisioning, triage, policy interpretation, and tier-1 troubleshooting—pioneering autonomous employee support ecosystems
- Serve on AI Governance Board, guiding responsible AI adoption within enterprise IT while developing frameworks that enable productivity without compromising security controls
- Spearheaded 1Password enterprise rollout and security awareness training, reducing phishing susceptibility by **73%**
- Regularly brief executives on experience trends, operational risk, and strategic technology investments
- Partner cross-functionally with Security, Engineering, and Workplace teams to ensure seamless platform deployments and cohesive employee experiences from onboarding through day-to-day operations
- Authored **350+** pages of policies and playbooks with design-first mindset, ensuring compliance requirements feel intuitive for employees
- Built employee experience metrics tracking reliability, performance, and effort—using data to identify friction before it becomes a ticket

### IT Director, Employee Experience Lead — Princess Polly (International E-Commerce) 2020 – 2022

- Built and scaled IT organization from one-person operation to multi-person team during hypergrowth, developing future leaders with deep empathy for employee needs and operational urgency
- Led global IT transformation across **14+** retail locations and distribution centers, implementing scalable hybrid workforce support models that improved resolution times by **45%**
- Implemented Okta identity management with role-based provisioning, delivering day-one access for new hires through automated onboarding workflows
- Created standardized global helpdesk framework with self-service capabilities, reducing mean time to resolution while enabling team to focus on strategic experience improvements
- Unified procurement and hardware lifecycle operations, maintaining accurate asset tracking and ownership across international operations

- Collaborated directly with C-suite leadership to align technology strategy with business growth, contributing to **50%+** e-commerce expansion

#### **IT Manager — Drinks.com (E-Commerce Startup)**

2017 – 2020

- Established IT infrastructure foundation for rapidly scaling e-commerce startup, designing onboarding workflows that reduced new hire time-to-productivity by **50%**
- Deployed Okta identity management platform with SSO integrations across **20+** SaaS applications, streamlining access while maintaining security compliance
- Built asset management and ticketing systems from scratch, creating visibility into hardware lifecycle and enabling data-driven procurement decisions
- Developed self-service knowledge base that deflected **30%** of incoming tickets, freeing IT resources for strategic initiatives

#### **Senior IT Technician — Playtika (Mobile Gaming)**

2016 – 2017

- Managed enterprise helpdesk operations for **200+** employee gaming technology company, maintaining **95%+** SLA compliance while handling high-volume ticket queues
- Supported rapid company scaling through standardized IT processes, cross-team collaboration, and documentation that enabled seamless knowledge transfer
- Administered Google Workspace and endpoint management tools, ensuring consistent employee experience across distributed teams

#### **IT Support Technician — David & Goliath (Advertising Agency)**

2014 – 2016

- Delivered IT support for award-winning creative agency, managing Mac-heavy environment with specialized creative software (Adobe Creative Suite, video editing, 3D rendering)
- Maintained hybrid Windows/macOS infrastructure supporting **100+** creative professionals with demanding performance requirements
- Created training materials and conducted workshops that improved technology adoption and reduced recurring support requests

### **CORE COMPETENCIES**

**IT Leadership:** Team Building & Scaling, Hypergrowth Operations, Vendor Management, Budget Management, Strategic Planning, Change Management

**Endpoint Management:** Jamf Pro, Jamf Connect, Hexnode, Intune, JumpCloud, Apple Business Manager, macOS/Windows Admin

**Service Management:** Jira Service Management, ServiceNow, Freshservice, Zendesk, SLA Management, ITIL

**Security & Compliance:** CrowdStrike, Mimecast, SOC 2, NIST, ISO 27001, KnowBe4, Incident Response, Security Awareness

**Identity & Access:** Okta, Azure AD/Entra ID, 1Password, SSO/SAML, SCIM Provisioning, Zero Trust, MFA

**Productivity Platforms:** Google Workspace, Microsoft 365 Suite, Slack, Notion, Confluence, Wrike, Zoom

**AI & Automation:** Claude Code, OpenAI Codex, Gemini, AI Agent Development, Workflow Automation, Intelligent Routing

**Employee Experience:** Onboarding Design, Self-Service Portals, Zero-Touch Provisioning, CSAT/NPS, Asset Lifecycle

### **EDUCATION & CERTIFICATIONS**

**B.S. Information Technology** — Colorado State University (2012–2014)

**B.S. Computer Science** — The Masters College (2010–2012)

**Certifications:** CISSP (In Progress) | Jamf Certified | Okta Administrator | Google Workspace Administrator