

# BRANDON BIBBINS

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Los Angeles, CA (Open to Relocation)

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## PROFESSIONAL SUMMARY

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%**
- Manage **\$500K+** annual IT budget including hardware, software licensing, and vendor contracts; achieved **20%+** cost savings through strategic negotiations
- Implemented CrowdStrike EDR across all endpoints, achieving **99.9%** deployment coverage and real-time threat visibility
- Designed zero-touch Mac deployment pipeline using Jamf Pro, reducing new hire setup time from 4 hours to under 30 minutes
- Partner cross-functionally with Security, Engineering, HR, and Workplace teams to ensure seamless platform deployments and cohesive employee experiences
- Authored **350+** pages of policies, runbooks, 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
- Regularly brief executives on experience trends, operational risk, and strategic technology investments

### IT Director, Employee Experience Lead | Princess Polly (International E-Commerce) 2020 - 2025

- 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 spanning US, Australia, and international markets
- Improved mean time to resolution by **45%** through scalable hybrid workforce support models and automated workflows
- Implemented Okta identity management with role-based provisioning and SCIM, delivering day-one access for new hires through automated onboarding workflows

- Created standardized global helpdesk framework with self-service capabilities, building IT knowledge base with **200+** articles
- Designed and implemented network infrastructure for new retail locations, ensuring PCI compliance and reliable POS operations
- Managed relationships with **30+** technology vendors, negotiating contracts and ensuring SLA compliance
- Led SOC 2 Type II compliance initiatives for IT controls, security policies, and access management
- Unified procurement and hardware lifecycle operations, maintaining accurate asset tracking 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
- Managed all IT operations as sole IT team member, supporting **50+** employees across Engineering, Sales, Marketing, and Operations
- Partnered with HR to automate provisioning workflows, reducing manual IT tasks by **40%**
- Managed AWS infrastructure and cloud resources supporting e-commerce platform operations

#### **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
- Provided white-glove VIP support for executive team and high-priority escalations requiring immediate resolution
- Configured and maintained developer workstations with specialized software for mobile game development
- Managed new hire onboarding including hardware provisioning, account setup, and orientation training

#### **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
- Supported high-profile client presentations and live production events with zero downtime and immediate on-site response
- Configured specialized creative workstations with high-performance specs for video editing and rendering projects
- Managed file server infrastructure and backup systems ensuring creative assets were protected and accessible

### **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

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

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

**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

**Infrastructure:** AWS, Azure, Windows Server, Active Directory, Cisco Meraki, Palo Alto, Fortinet, Ubiquiti

**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

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**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