COYOTE BRYANT

PORTLAND, OR | COYOTEBRYANT@PM.ME | COYOTEBRYANT.ME | LINKEDIN.COM/IN/COYOTEBRYANT

PROFESSIONAL SUMMARY

- Results-driven IT Systems Manager with ten years of progressive experience in enterprise IT infrastructure, cybersecurity, and team leadership.

- Proven track record of leading organization-wide IT initiatives, implementing robust security frameworks and reducing operational costs.

- Expert in cloud architecture, identity management, and strategic vendor negotiations, skilled at managing IT infrastructure, org-wide support, regulatory compliance, SLAs.

EXPERIENCE

LANGUAGESTAT | ATLANTA, GA

IT SYSTEMS & SECURITY ADMINISTRATOR | *MAR 2024 - CURRENT*

SEESAW LEARNING | SAN FRANCISCO, CA

IT SUPPORT MANAGER | *NOV 2022 - MAR 2024*

IT SUPPORT SPECIALIST | *AUG 2022 - NOV 2022*

- Led transition to remote work infrastructure for 200+ employees, implementing collaborative tools and maintaining 99.8% system uptime during critical migration period

- Integrated and administered enterprise management suite (Okta, Google Workspace, O365, Azure, AWS) serving 200+ users, improving efficiency and reducing security incidents by 60%

- Implemented IT support ticketing system (JIRA) with Service Level Agreements (SLAs), improving response times by over 55% and increasing user satisfaction scores to 4.9/5

- Negotiated strategic partnerships with 12+ external service providers, securing annual contract renewals that reduced operational costs by over 30% ($75K+ savings annually)

- Built and managed five-person IT support team, reducing average ticket resolution time by ~60% while maintaining 98% first-call resolution rate

- Established and facilitated organization-wide security working group including c-suite and legal teams to develop protocols and compliance framework, ensuring successful completion of three security audits

- Developed comprehensive onboarding documentation and training programs, reducing new hire setup time by over 50% and standardizing security practices across all departments

EMERSON COLLECTIVE | PALO ALTO, CA

IT SUPPORT TECHNICIAN | *JULY 2018 - JAN 2021*

- Delivered technical support to 80+ users across diverse hardware and software infrastructure, maintaining 98% user satisfaction rating

- Spearheaded security-focused onboarding program emphasizing productivity tools, multi-factor authentication, and IT policy compliance

- Managed administration of O365, Slack, Zoom, Asana, and Okta services for seamless business operations

ATLASSIAN SOFTWARE | SAN FRANCISCO, CA

IT SYSTEMS ADMINISTRATOR | *FEB 2015 - APRIL 2017*

- Provided comprehensive IT support for Atlassian's entire San Francisco office (300+ employees), maintaining 99.5% user satisfaction rating, receiving the highest levels of positive feedback

- Led new hire onboarding for up to 30+ new hires per week, as well as ongoing training programs on enterprise systems and security policies, improving compliance scores by 35%

- Developed standardized documentation for IT procedures and service protocols, reducing training time for new team members by ~40%

- Maintained and optimized IT and AV systems including cross-geographic video conferencing infrastructure supporting global operations

EDUCATION

PORTLAND STATE UNIVERSITY | BS, COMMUNICATIONS TECHNOLOGY

Certifications: *JAMF Certified Associate, Apple Certified Support Professional*