

COYOTE BRYANT

PORTLAND, OR | COYOTEBRYANT@PM.ME | 503.893.5284 | 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 external security audits with zero critical findings
- 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