

# Will Worland

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## Summary

Seasoned hybrid engineer and enterprise mobility/UEM specialist with 25+ years across endpoint management, automation, and secure device lifecycle at scale. Proven record leading cross-team programs, building CI/CD and deployment workflows, and translating ambiguous requirements into reliable, on-time deliverables. Former client platform engineer (Uber) and long-time enterprise mobility practitioner, now focused on Solution Automation and secure Android lockdown experiences at scale. Known for clear communication, documentation quality, and collaborative execution across product, engineering, security, and operations.

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## Experience

### Enterprise Mobility — Solutions Engineering

**Engineer III, Automation Solutions** • Feb 2024 – Present

**Engineer III, Field Technology** • Apr 2019 – Feb 2024

**St. Louis, MO (remote/Sacramento)**

- Deliver internal automation initiatives and workplace engineering solutions end-to-end, owning scope, milestones, and cross-team integration.
- Product-manage and engineer a secure Android lockdown launcher used across rugged devices: requirements, roadmap, policy alignment, release management, and support enablement.
- Build and maintain a CI/CD application packaging pipeline for repeatable app deployments, integrating EMM/MDM APIs, artifact versioning, test gates, and rollout orchestration.
- Act as Android Enterprise SME: evaluate devices/OS updates, coordinate security patch cycles, and advise on Managed Google Play, provisioning flows, and compliance posture.
- Lead process improvements, write design/ops documentation, and publish structured status updates, risks, and mitigations.
- Mentor engineers; champion documentation quality and predictable delivery.

**Impact:** Reduced deployment timelines, strengthened Android fleet reliability through policy hardening and lifecycle automation, and standardized reporting and dashboards for stakeholders.

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## **Uber — Client Platform Engineering**

**EMM Client Platform Engineer** • Aug 2017 – Jan 2019 • San Francisco Bay Area

- Owned architecture, upgrades, and deployment processes for VMware AirWatch.
  - Administered zero-touch enrollment and provisioning workflows for corporate mobile devices.
  - Built automation and reporting using Python APIs to measure adoption, compliance, and release readiness.
  - Coordinated with cross-platform teams (Apple, Android, networking, security) to ensure consistent device posture.
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## **Southwest Airlines (via Genesis10) — Enterprise Mobility Foundation**

**Consulting Engineer** • Nov 2016 – Jul 2017 • Dallas, TX

- Architected and delivered EMM solutions for rugged and corporate Android deployments.
  - Served as SME for Android/Android for Work & G Suite.
  - Led enterprise app signing processes and high-severity incident response.
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## **Additional Mobility/IT Roles (selected)**

**Ascent Services Group → Albertsons/Safeway** • Mobility Consultant • 2019

Implemented Avalanche MDM with Zebra TC51s; built deployment/management plans and coordinated POS app rollout.

**Liquid Environmental Solutions** • Mobility Apps & Support Engineer • 2016

Led first PeopleNet ↔ SOTI MobiControl integration; authored full Run Book and coordinated service-network rollout.

**Copart** • Solutions Engineer, EUC/Mobility • 2014

Scoped global mobility initiative; evaluated devices, platforms, and WLAN upgrades; vendor management.

**Enterprise Mobile** • Mobility Solutions Engineer / MDM Engineer • 2010 – 2014

Administered AirWatch/MobileIron/SOTI/BES; designed profiles/policies; managed app signing; built knowledge systems.

**Samsung Mobile** • Wireless Technical Training → Strategic Projects/Telephony • 1998 – 2006

Delivered technical training, authored policies/procedures, and managed contact-center IT projects (LMS, portals, reporting) supporting global operations.

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## Key Projects

- **Secure Android Lockdown Launcher.** Lead engineer for a kiosk-style launcher on rugged Android devices, aligning UX, device capabilities, and security policies across multiple business use cases.
  - **CI/CD Packaging & Deployment Pipeline.** Designed a pipeline to build/sign apps, version artifacts, run automated checks, and deploy via MDM/EMM APIs with staged rollout and auditing.
  - **Provisioning & Enrollment Automation.** Implemented device enrollment flows that reduce provisioning time and improve configuration consistency.
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## Skills & Tools

**Program Leadership:** Roadmaps • Milestones & dependencies • Risk/issue management • Executive-ready reporting

**Enterprise Mobility:** Android Enterprise • Managed Google Play • VMware AirWatch • MobileIron • SOTI MobiControl • Intune

**Automation & DevOps:** Jenkins • Python • PowerShell • REST APIs • AWS/Azure • Git • Artifact/versioning systems

**Documentation & Collaboration:** Jira/Confluence • MS Office/PowerPoint • Runbooks/KBs • Architecture diagrams • RCAs

**Security & Compliance:** OS/app update orchestration • Policy hardening • Provisioning flows • Fleet health metrics

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## Education & Certifications

- Apple Certified Trainer (iPhone/CPU)
  - VMware AirWatch Enterprise Mobility Professional
  - MobileIron Certified Administrator & Security Specialist
  - Python, Ruby, Git, Shell coursework (Codecademy)
  - Wireless Telecommunications — Collin College
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## Awards & Leadership

- Recognized as internal thought/practice leader for MDM strategy, mentoring, and documentation quality.
- Regular mentor for junior engineers and contributor to cross-team enablement and process improvement.