PJ Piatt

| linkedin.com/in/pj-piatt

IT Manager | IT Strategy | Infrastructure & Security Leadership

Results-driven IT Manager with strategic planning, IT infrastructure management, and security expertise. Proven track record of leading IT operations, managing vendor relationships, optimizing IT budgets, and enforcing compliance protocols. Adept at scaling IT systems for high-growth companies, ensuring secure and efficient IT environments, and providing strategic leadership to drive business objectives. Passionate about leveraging technology to improve efficiency, security, and user experience.

Technical Leadership & Expertise

- **IT Strategy & Planning** – Developed and implemented IT roadmaps, security protocols, and automation initiatives to enhance IT efficiency.
- **IT Infrastructure & Operations** – Managed macOS, Windows, and cloud-based IT ecosystems, ensuring 99%+ system uptime.
- **Security & Compliance** – Led identity & access management (IAM), SOC 2 compliance, Okta SSO/MFA enforcement, and phishing prevention initiatives.
- **Vendor & Budget Management** – Negotiated software licenses, IT procurement, and SaaS contracts, reducing costs and improving service reliability.
- **Cloud & SaaS Administration** – Managed Google Workspace, Microsoft 365, Atlassian, Slack, AWS, and Zoom.
- **Team Leadership & Mentorship** – Guided IT teams, improved onboarding processes, and streamlined IT support workflows.
- **Incident Response & Risk Mitigation** – Developed IT security policies, managed compliance audits, and implemented cybersecurity training programs.

Professional Experience

All Care To You, LLC | Remote
Senior IT Systems Administrator & Interim IT Manager
January 2023 – Present
- **Led IT strategy and operations for a rapidly expanding organization**, overseeing **network infrastructure, cloud services, and security policies**.
- **Negotiated vendor contracts and optimized IT budgets**, reducing software licensing costs while enhancing IT service quality.
- **Implemented Okta SSO/MFA and IAM best practices**, improving security posture and achieving a **Microsoft Secure Score of 56%** (industry average: 37%).
- **Developed and enforced IT security policies**, ensuring **compliance with internal security standards and external regulations**.

- **Managed IT asset procurement, deployment, and lifecycle management**, optimizing remote workforce efficiency.
- **Redesigned IT onboarding and knowledge base**, reducing IT ticket escalations by 40%.

Kingsley Gate Partners, LLC | Remote
Senior IT Systems Administrator
January 2022 – November 2023
- **Managed IT support for 500+ users across 33 countries**, improving IT infrastructure scalability.
- **Administered and secured macOS environments using JAMF**, ensuring compliance and efficient device management.
- **Led IT security initiatives, including phishing simulations and endpoint security enforcement**, reducing cybersecurity incidents by 75%.
- **Oversaw SaaS integrations (Google Workspace, Slack, Atlassian, Zoom, Microsoft 365)** to enhance operational efficiency.
- **Optimized IT workflows and documentation**, cutting response time for critical IT incidents by 30%.

SCC Inc. | Remote
IT Support & Systems Engineer
August 2017 – January 2022
- **Managed IT support, infrastructure, and security protocols for a growing company**, ensuring **high availability and compliance**.
- **Deployed and managed JAMF for macOS environments**, improving device security and standardizing configurations.
- **Led IT automation efforts**, reducing manual IT processes and improving overall efficiency.
- **Designed IT policies and documentation**, creating a scalable IT framework that reduced support resolution time.

Key Achievements

- **Reduced phishing susceptibility to 3%** through **KnowBe4 security awareness training** (compared to industry avg. 21.9%).
- **Increased Microsoft Secure Score from 36.4% to 56%** by **implementing SSO, MFA, and IAM best practices**.
- **Negotiated IT vendor contracts and software licensing agreements**, optimizing cost efficiency and compliance.
- **Developed IT onboarding workflows and knowledge bases**, cutting IT escalations by 40%.
- **Ensured 99%+ system uptime** across **enterprise IT environments**, supporting a fully remote workforce.

Education & Certifications

University of Phoenix, Phoenix, AZ

- *Master of Science in Data Science (February 2025)*

- *Bachelor of Science in Information Technology (Minor: Cybersecurity, 2023)*

Certifications:
- **CompTIA A+ (2024)**
- **Microsoft IT Support Specialist (2024)**
- **ITIL 4 (2024)**
- **Google IT Support (2024)**
- **Healthcare IT Support Specialist (2024)**

Core Competencies

- IT Leadership & Strategy
- IT Infrastructure Management
- Security & Compliance (SOC 2, IAM, MFA)
- SaaS & Cloud Administration (AWS, Google Workspace, Microsoft 365)
- Vendor Negotiation & Budget Management
- Incident Response & Risk Mitigation
- IT Team Leadership & Training
- Automation & IT Optimization
- IT Policy Development & Documentation
- Remote & Hybrid IT Operations