

# Jordan Eng

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## About Me

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Results-oriented IT professional with 5+ years of experience in technical support, process optimization, and Identity and Access Management (IAM). Specialized in managing and securing user access in cloud-based and enterprise environments, with hands-on expertise in OKTA MFA, RBAC, Azure AD, SailPoint, and Active Directory. Adept at implementing and supporting security solutions to ensure efficient and compliant access management. Known for troubleshooting complex IAM issues, driving improvements in security protocols. Actively pursuing OKTA and Microsoft Azure certifications to further strengthen my IAM and cloud security skillset.

Outside of my professional life, I'm passionate about music production, running and rock climbing. These hobbies help me stay focused and foster creativity in both my personal and professional endeavors.

## Experience

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Identity & Access Management Security Analyst  
Global Payments | Charlotte, NC - Remote

MARCH 2024 - Present

- Subject Matter Expert (SME) for OKTA Multi-Factor Authentication (MFA) at Level 2 & Level 3 support.
- Expert in Role-Based Access Control (RBAC)
- Proficient in Active Directory account provisioning, manual creation, and maintaining secure user access policies.
- SailPoint correlation processes to streamline access management.
- Utilize Powershell scripting for automation and efficiency in user account and security management.
- Expertise in VPN network configuration and management using Ivanti, VMware Horizon, and related security tools.
- Collaborate across teams to resolve security incidents and improve system-wide access protocols.

Product Support Specialist  
Global Payments - Full Time | Charlotte, NC - Remote

JULY 2022 - MARCH 2024

- Supported process improvement initiatives that enhanced customer and internal product support efficiency.
- Compiled and managed data files for unclaimed or abandoned credit card funds, ensuring compliance with state and federal escheatment regulations
- Project Implementation Manager for CES to GPN email conversion initiatives move entire business unit to single domain account, 7 cohorts containing 30-40 users to single domain account, compiled full systems/applications list, contact application owners to conduct pilot testing, gained exposure to OKTA, Sailpoint - Awarded Commitment Accountability Award (CNA)
- Created, edited, and led instructional training videos for employees, covering basic to senior-level internal onboarding procedures.
- Managed product documentation, including recording and organizing training materials for internal teams and clients.

- Audited internal processes to identify system errors, optimize workflows, and improve operational efficiency.
- Led the preparation of files and scripts for system updates and identified errors before implementation.
- Managed Jira Ticketing system to escalate technical issues and ensure timely resolution.

Customer Service Representative

AUGUST 2017 – AUGUST 2019

Xenial - Cloud Based Restaurant Management Platform | Charlotte, NC

- Managed the day-to-day operations of large-scale IT systems, ensuring optimal performance and availability while reducing downtime and costs.
- Developed and implemented technology strategies that aligned with business goals, resulting in improved processes, increased efficiency, and a competitive advantage in the marketplace.

## Education, Certifications, and Skills

Your College | University of North Carolina at Charlotte, College of Arts + Architecture, Attended 2018-2021  
Your Highschool | Porter Ridge High School Graduated 2017

In Progress: OKTA Certified Professional (Pursuing)

In Progress: Microsoft Azure Certifications (Pursuing)

## KEY STRENGTHS & ATTRIBUTES

- Strong understanding of IAM concepts, including user provisioning, de-provisioning, and role management.
- Experienced in providing end-to-end support for IAM platforms like OKTA, Azure AD, and SailPoint.
- Detail-oriented with a focus on security compliance, audits, and incident resolution.
- Excellent communicator, skilled at creating and delivering technical documentation and training for both technical and non-technical audiences.
- Passionate about continuous learning and development, actively pursuing certifications to stay ahead in IAM technologies.

## Awards and Recognition

Good Performance in Okta user related issues - Excellence Bravo+

**Awarded Jan 8 2025**

“Thank you Jordan on actively looking into user related issues in Okta and resolving them as soon as possible, you are good learner and good performer. Keep doing the good work, you are the best.” -

*Mohammad Waseemuddin - Senior Information Security Analyst - Global Payments*

Above and Beyond The Call of Duty - Ingenuity Bravo+

**Awarded July 18 2024**

“I wanted to just say- of all the humans in this company- Jordan is now my favorite. Sorry to the 26,998 others... Jordan takes the cake. I couldn't get into an application (wave) and was about to have a meltdown. I contacted support, went through the proper channels, escalated and did all the things to no avail. Genessa Pictor mentioned reaching out to Jordan. So keep in mind- this came out of the blue- by some rano asking for help. Jordan not only helped me to problem solve, when we figured out it was above both of our paygrades he let me go - took it offline and worked on it for several more days until he

came up with a resolution. Once he did, he followed up, walked me through the solution- when that didn't work he went back and did it again and NOW- he's even looking into how to make sure things like this don't happen again. Jordan is an incredible human being and I owe my mental health to him and to Genessa for referring me to him. Thank you thank you!!! Jordan's #1 Fan” -

*Tama Looney - VP Business Enablement & Commercialization - Global Payments*

Team Members Demonstrating A Key Shift - Jordan Eng - Client At Our Core - OKTA **Awarded July 2024**

“When the OKTA support was transferred from Simeo to the IAM team; Jordan participated in all training calls and self-studies. Jordan will always respond to escalation, ticket, or email from a user and work on their issue until it is resolved. He has gotten numerous email recognition and Bravo+ awards for his immaculate Client Support