Vincent Vo

Systems Administrator | Identity & Access Management | Automation & Security | ITSM
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Professional Summary

Efficiency-driven IT Systems Administrator in **Identity & Access Management automation, service delivery, user lifecycle management, and SaaS administration with tools such as Okta, Google Workspace, Slack, Workato, and APIs**. Expertise in enforcing **Zero Trust Policies, Role-Based Access Controls (RBAC), and Privileged Access Management (PAM)** to enhance security posture. Proven success in **implementing foundational ITSM programs, endpoint security (Kandji MDM, SentinelOne EDR)**, and SaaS integrations–enhancing corporate security, business, and user efficiency.

Core Competencies & Key Skills

- **Identity & Access Management (IAM) & PAM**: RBAC, Zero Trust, Adaptive MFA, SSO (SAML/OAuth)
- **Automation & Scripting**: Workato, BetterCloud, Python, Bash, REST APIs
- **Administration & Security**: Okta, Google Workspace, Microsoft 365, Kandji (MDM), SentinelOne (EDR)
- **Lifecycle & ITSM**: Provisioning, Onboarding/Offboarding, ServiceNow, Jira, Confluence, SCIM
- **Security Operations**: Access Reviews, Adaptive MFA, Network Segmentation, SSO Implementation
- **Integration & Secrets Management**: API Integrations, 1Password

Experience

IT Systems Administrator | Measurabl, San Diego, CA   May 2022 - Present

- **Integrated third-party applications with Okta through authentication/authorization methods (SAML, OIDC, OAuth, SCIM).** Automating IAM workflows, enabling SSO, automated provisioning and centralized authentication, reducing provisional errors by 67%.
- **Administered, managed, and optimized core systems such as Okta, Google Workspace, Slack, Zoom** through feature adoption, systems integrations using Workato (IPaaS), REST APIs, and scripts. Increasing operational efficiency by 25%.
- **Designed and drove implementation of RBAC, Device Trust, PAM policies** enhancing Zero Trust security, least privileged access, and reducing access requests by 50% for 200+ users.
- **Adopted and enforced ITIL practices for service delivery as the sole IT SME** including creating an Internal IT Help Desk, identifying SaaS optimization and waste, user support, and partnering with HR and business teams to align IT services with business needs.
- **Managed device endpoints through Kandji, ABM, VPP.** Enhancing endpoint security, moving on-prem management to outsourced by partnering with vendors and modernizing the process to support a global remote workforce.
- **Achieved SOC2 Type 2 certification** by monitoring Drata, collecting provisioned access evidence, auditing user permissions and alerts in Okta, Google Workspace, SentinelOne, and reviewing security policies.

Senior Service Desk Analyst | Realty Income, San Diego, CA   July 2020 - May 2022

Promoted to Senior Service Desk Analyst in December 2021 initially hired as a Service Desk Analyst. Taking on advanced responsibilities. Leading the Service Desk Team and development of ITIL and Security practices.

- **Enforced least privileged access using Active Directory, Okta, and group policies,** automating user provisioning, security management and following ITIL practices, reducing unauthorized access by 15%.
- **Managed Microsoft 365, Active Directory, Okta, and group policies,** optimizing SaaS integrations and access management, increasing system uptime and user productivity by 25%.
- **Led a team of 5 improving ticket resolution by 25%,** improving IT service delivery for end users.

- **Improved SOX audit compliance** by capturing evidence and audit logging, reducing audit friction and ensuring adherence to SOX controls.
- **Managed PDQ Deploy for patch management for 200+ endpoints**, automating security updates and maintaining system compliance.

Client Services Engineer | CARET (fka AbacusNext), San Diego, CA   December 2018 - July 2020

- **Enhanced user experience for 300+ clients** by managing VMware Horizon virtual machines using Active Directory, group policies, patch management, and solving technical issues related to their used applications.
- **Improved the efficiency of virtual machines for business client users** by automating computer maintenance tasks with BAT scripts for disk drive cleaning, application management, and patch file removal.
- **Ensured satisfactory client issue resolution and optimized windows server performance** by collaborating with cloud engineers, providing exceptional service delivery.

Certifications

- **BetterCloud Administrator** | BetterCloud 2023
- **ITIL 4 Strategist: Direct, Plan, and Improve** | PeopleCert 2021
- **ITIL 4 Foundation** | PeopleCert 2021
- **Google IT Support Professional** | Coursera 2019

Education

Bachelor's in Interdisciplinary Studies (Kinesiology, Psychology, Sociology) | San Diego State University