Vincent Vo

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

Efficiency-driven IT Systems Administrator in Identity and Access Management (IAM), enterprise application administration, service delivery, user lifecycle management, and security. Proven success in enforcing identity and access management, ITIL frameworks, and automation.

Key Skills & Tools

Okta | Google Workspace | Slack | Atlassian | Zoom | Microsoft 365 | 1Password | SentinelOne | Workato | Kandji | RBAC | Zero Trust| SAML | OIDC | SSO | OAuth | SCIM | Adaptive MFA | Lifecycle Management | Least Privileged Access | GAM | Bash | GCP | Azure | Python | REST APIs

Experience

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

- Reduced IAM provisioning errors by 67%, resulting in automated provisioning, faster onboarding, and fewer access issues by integrating applications to Okta through federation, AuthN, AuthZ, identity protocols (SAML, OIDC, OAuth, SCIM), Worakto, Python, and REST APIs to automate user lifecycle management.
- Enforced RBAC, PAM and Device Trust policies, reducing unauthorized access by 50% by designing group-based provisioning, separating admin accounts, and enforcing adaptive MFA in Okta.
- Increased Mac security compliance by 75%, reducing endpoint vulnerabilities and improving Zero Trust posture by enforcing Device Trust, CIS benchmark policies using Kandji (MDM).
- Optimized cloud SaaS security, reducing misconfigured access by 75% by integrating IAM policies and securing authentication flows across Google Workspace, Atlassian, Slack, Zoom and Microsoft 365.
- Improved SOC2 compliance and reduced audit friction by 50% resulting in faster recertification and reduced manual evidence gathering by improving evidence storing and automating access reviews though integrating Drata and Okta.

Senior Service Desk Analyst | Realty Income, San Diego, CA   December 2021 - May 2022

- Reduced unauthorized access by 25%, resulting in stronger security posture and reduced IT risk by enforcing least privileged access using Azure, Active Directory, Okta, and group policies, and security management also ensuring ITIL best practices were followed.
- Strengthened system uptime and user productivity by 25% by optimizing enterprise applications integrations for access management using Microsoft 365, Azure, Active Directory, Okta, and group policies.
- Led a team of 5, resulting in meeting SLAs, improved ticket resolutions, and customer satisfaction by 50%, by quickly responding and acting as a point of escalation for advanced issues with senior leadership.
- Simplified SOX audit compliance by 50%, resulting in consistent audit processes and completion time by collecting and storing evidence.
- Enhanced endpoint security, reducing security vulnerabilities and improving IT response time by managing PDQ deploy for automated patch management across 200+ endpoints.

Service Desk Analyst | Realty Income, San Diego, CA   July 2020 - December 2021

- Enhanced IT service delivery, resulting in resolving 40-50 ServiceNow tickets per week by troubleshooting software and hardware issues for business and senior leadership users.
- Improved user lifecycle management, resulting in meeting security and compliance standards by managing Okta, Azure, Active Directory of user accounts.
- Streamlined employee transitions processes (joiner, mover, leaver), resulting in improved employee user experience by 25% by collaborating with the Human Resources team and modernizing IT methods.
- Maintained asset inventory, reducing outdated physical inventory by 50% by reviewing physical inventory and working with vendors to order modern equipment.

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

- Optimized Active Directory user management, resulting in 30% faster provisioning and reduced account-related support escalations by reviewing stale accounts and refining group policy inheritance.
- Enhanced remote troubleshooting capabilities, reducing IT support costs by scripting automated maintenance tasks using BAT and Powershell scripts.
- Reduced virtual machine performance issues and access, resulting in increased client satisfaction by 25% by optimizing group policies and maintenance through collaborating with cloud engineers.

Education & 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
- **B.A. in Interdisciplinary Studies (Kinesiology, Psychology, Sociology)** | San Diego State University