

# Vincent Vo

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

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## Professional Experience

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### IT Systems Administrator | Measurabl, San Diego, CA

May 2022 - Present

- Mitigated provisional errors by 67%, enabling SSO, automated provisioning and centralized authentication by automating IAM workflows, integrating third-party applications with Okta through federation, AuthN, AuthZ, and identity protocols (SAML, OIDC, OAuth, SCIM).
- Increased operational efficiency by 25%, reducing manual process by administering core systems (Okta, Google Workspace, Slack, Zoom) driving feature adoption, and integrating systems using Workato (IPaaS), REST APIs, and python scripts.
- Enhanced corporate security and reduced access requests by 50% for 200+ users, enforcing least privileged access, Zero Trust security by designing and implementing RBAC, Device Trust, and PAM.
- Minimized IT cost by 75% by Enforced ITIL practices, optimizing enterprise applications, user support, and partnering with HR and business teams to align IT services with business needs.
- Reduced onboarding time by 75% by modernizing procurement and automating device setup using Kandji along with partnering with a logistics vendor supporting a global remote workforce.
- Achieved SOC2 Type 2 certification, resulting in ensuring compliance, strengthening client trust, and data protection by partnering with cross-functional teams to implement security controls.

### 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.***

- Lowered unauthorized access by 25%, ensuring ITIL best practices were followed and enforcing least privileged access by automating user provisioning using Active Directory, Okta group policies, and security management.
- Strengthened system uptime and user productivity by 25% by optimizing enterprise applications integrations for access management using Microsoft 365, Active Directory, Okta, and group policies.
- Improved ticket resolutions by 25%, improving service delivery and meeting SLAs by leading and mentoring the service desk team.
- Reduced SOX audit friction, improving compliance and ensuring adherence to necessary security controls by capturing evidence and audit logging.

### 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.

## Education & Certifications

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- **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