

Vincent Vo

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

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Professional 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 third-party applications to Okta through federation, AuthN, AuthZ, identity protocols (SAML, OIDC, OAuth, SCIM), Worakto, 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 SaaS security by integrating IAM policies reducing misconfigured access by 75% by securing authentication flows across Google Workspace, Atlassian, and Microsoft 365.
- 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.
- Improved SOC2 compliance and reduced audit friction by 50% resulting in faster recertification and reduced manual evidence gathering by automating access reviews through integrating Drata and Okta.

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.

- Reduced unauthorized access by 25%, resulting in stronger security posture and reduced IT risk by enforcing least privileged access using Active Directory, Okta 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, Active Directory, Okta, and group policies.
- Improved ticket resolutions by 50%, resulting in higher customer satisfaction and meeting SLAs by leading and mentoring the service desk team.
- 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.

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