



JOSH STRONG

EXECUTIVE TECHNOLOGY & IT
OPERATIONS ENGINEER

San Francisco Bay Area
 hello@joshstrong.me

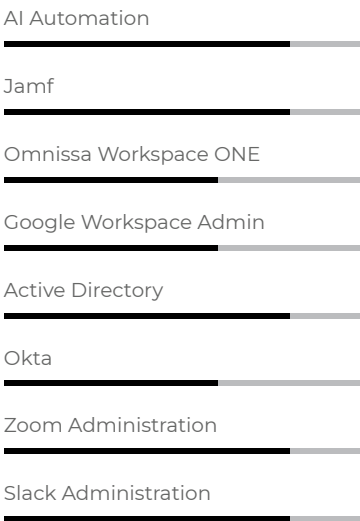
ABOUT ME

Josh is a versatile and forward-thinking IT professional with 12+ years driving enterprise IT operations and system administration across several industries, including two Fortune 500 firms. A master at crafting stellar user experiences with a proven history of optimizing operations, he brings a rare combination of pairing white-glove service with building AI workflows that delight organizations and supercharge productivity.

SITES

Website: joshstrong.me
 LinkedIn: [linkedin.com/in/strongjosh](https://www.linkedin.com/in/strongjosh)

SKILLS



CERTS

- JAMF CERTIFIED ADMIN (JAMF 300)
- COMPTIA SECURITY+
- COMPTIA NETWORK+
- COMPTIA MOBILITY+
- COMPTIA A+

EDUCATION

MORGAN STATE UNIVERSITY

COURSEWORK TOWARDS B.S. IN BUSINESS ADMINISTRATION

HOBBIES

- CYCLING
2X NYC 5 BORO BIKE TOUR RIDER
- SNEAKERS
OWNER OF 40+ PAIRS, AND COUNTING

EXPERIENCE

SENIOR EXECUTIVE TECHNOLOGY ENGINEER | MAR 2026 - PRESENT

INTUIT, MOUNTAIN VIEW

- Deliver** white-glove technology services on a 3-person core team to ~100 VP+ leaders based in Mountain View, up to the CEO, and the ~75 executive business partners supporting them. Earned a Customer Obsession award within 30 days and 8 leadership commendations in the first 90 days.
- Architected** a production-grade T7-tool MCP server that manages Exchange mailbox delegation, calendar permissions, and bulk operations through natural language with full audit logging. Reduced turnaround for delegation changes, the team's most common request at ~30% of tickets, from ~4 minutes to ~25 seconds.
- Own** first-touch resolution across a high-stakes queue where ~35% of incidents are P1-critical: ~96% closed without reassignment and a reopen rate < 1%.
- Optimized** executive operations with a suite of agentic workflows and AI-powered dashboards built on ServiceNow data that surface trends and emerging issues across executive-tier tickets. Instituted core SOPs, including an escalation procedure and a standardized path for engineering teams deploying to the exec fleet.

IT OPERATIONS ENGINEER II | APR 2023 - MAR 2026

INTUIT, NYC

- Orchestrated** the enterprise passwordless authentication rollout from end to end as enablement lead and single escalation point for the IT organization, building the global rollout readiness program and knowledge base from the ground up resulting in a <10% contact rate and ~83% FCR.
- Facilitated** L2 escalation services across macOS and Windows for an array of SaaS platforms including Omnissa Workspace ONE, Google Workspace, Slack, and Zscaler, containing ~79% of complex incidents at the L2 tier to minimize upstream hand-offs.
- Drove** the enablement of 18k+ users from VPN to Zscaler across a 12-month program, partnering with Enterprise Security on comprehensive user-facing and internal documentation, enabling training for a global team of ~200 analysts, and adoption reporting.
- Mentored** two peers into full ownership of the Zscaler program and NYC technology services through structured coaching, documentation, and stakeholder handoff, freeing capacity for strategic L2 initiatives with zero escalation back.

SYSTEMS ADMINISTRATOR I | JUN 2021 - APR 2023

MAILCHIMP, BROOKLYN

- Managed** 1.5k+ macOS and iOS devices via Jamf Pro and served as an escalation point for OS, enrollment issues, and endpoint security escalations. Maintained on-prem Jamf instance, including patch management and SSL certificate renewals.
- Led** enterprise Jamf Protect deployment across ~1.2k devices. Rebuilt lost/stolen device response SOP by implementing token revocation; changes contributed to the company's successful pursuit of ISO 27001 certification.
- Executed** endpoint migration for ~1.2k users post-acquisition into Intuit's infrastructure. Developed a computer setup pilot program and implemented changes based on user feedback. Coordinated global logistics for device delivery and legacy computer return for all employees.
- Enabled** all in-office technology for the new Brooklyn office's post-pandemic grand opening; continued to act as the office's IT site lead. Implemented a self-service model, including developing an end-to-end self-service peripheral loaner system from concept to launch.

IT SPECIALIST III | NOV 2019 - JUN 2021

MAILCHIMP, BROOKLYN

- Directed** onsite services to 100+ macOS users in Mailchimp's Brooklyn office, later expanded to virtual support for 1.1k+ employees company-wide during COVID-19 shift. Resolved issues and requests related to Okta accounts, software licensing, and computing performance.
- Onboarded** ~500 new employees and contractors, provisioning day-one access via Okta, Google Workspace, and Active Directory. Refined onboarding procedures based on user feedback, adjusting tool walkthroughs and improving training resources. Partnered with IAM and Legal to enable secure and compliant user lifecycle management practices.
- Created** and maintained user-facing and internal IT documentation in Confluence, including device setup and troubleshooting guides. Self-help articles received 3.5k+ views, contributing to reduced Service Desk volume.

INFRA TECH SUPPORT SENIOR ANALYST | MAR 2017 - NOV 2019

ACCENTURE, NYC

- Handled** technology for Accenture Song's NYC studio supporting 500+ Mac and PC users, scaling from solo analyst to leading a two-person team for all user-facing and backend support, including VC infrastructure.
- Deployed** new workplace technology including Surface Hubs, ClickShare, and digital signage by completing front-end configuration and validating network connections. Collaborated with domestic and international teams to execute rollouts with post-deployment support.
- Educated** users virtually and in-person on existing and emerging technology platforms including firm-wide migration to Microsoft Teams. Conducted onboarding sessions for 1k+ new hires.

SERVICE DESK ANALYST | JUL 2014 - JAN 2017

CLEARY GOTTLIEB, NYC

- Resolved** technical issues via deskside and phone support for 2k+ users in the firm's New York office as well as 700+ users across 15 international offices in a 24/7/365 environment. Delivered high-touch service with a strong focus on user satisfaction while maintaining strict security protocols. Handpicked to support the firm's annual partner meeting.
- Served** as a primary contact for three major U.S. mobile carriers while also supporting the firm's BYOD initiative by providing technical setup and advocating adoption, which contributed to a reduction of ~600 managed devices over 12 months, significantly reducing recurring costs.