

Armani Chang

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SUMMARY

IT operations engineer with nine years supporting **high growth technology** environments through reliable networking and broad employee technology ownership. Builds and operates wireless, **wired LAN**, switching, DNS, DHCP, IPAM, VPN, and Zero Trust services with monitoring, documented change control, and **secure by design** decisions. Supports Okta, Jamf, Intune, SaaS administration, endpoint troubleshooting, and shared IT queues with a full stack approach. Uses Python, PowerShell, low code workflows, no code automation, and AI assisted scripting to reduce repeated effort and operational risk. Leads networking **managed service provider** work, coordinates escalations, supports multi region teams, and communicates clearly during on call restoration. CCNP certified, with SOC 2 access review experience and a practical focus on durable systems, business continuity, and dependable employee service.

EXPERIENCE

Senior IT Operations Engineer, Networking

April 2023 - Present

PixelForge Labs

San Mateo, CA

Own network operations across three offices and a distributed workforce, combining networking leadership with shared employee technology support, vendor governance, automation, monitoring, and on call service restoration.

- Owned **wireless, switching**, DNS, DHCP, IPAM, VPN, and Zero Trust services across three offices.
- Established monitoring and **version control**, improving change traceability and connectivity fault isolation during incidents.
- Directed **networking** MSP escalations, acceptance criteria, documentation, and internal handoff for maintainable operations.
- Built Python and **low code** workflows for account, device, and support tasks with peer review.
- Resolved Okta, Jamf, Intune, SaaS, endpoint, and connectivity cases through root workflow analysis.
- Led **on call** restoration with secure troubleshooting, concise updates, and documented follow up actions.

IT Operations Engineer

January 2021 - March 2023

BrightArc Media

Redwood City, CA

Operated office and remote access infrastructure for a growing consumer media organization, supporting multi region employees through networking, identity, endpoint, SaaS, automation, and compliance work.

- Standardized **DHCP, DNS**, IPAM, switch records, and wireless procedures for regional operations.
- Expanded **Zero Trust access** with **VPN** services, Okta controls, device posture, and application requirements.
- Resolved cross layer incidents involving identity, endpoint state, SaaS access, and network connectivity.
- Automated support intake and provisioning steps through scripts and workflow tools for faster service.
- Prepared **SOC 2 access review** evidence and remediation records with security stakeholders.
- Supported North American and European teams through clear escalation and service restoration communication.

IT Systems Engineer

July 2019 - December 2020

CloudHarbor Technologies

Santa Clara, CA

Supported corporate IT systems during rapid growth, managing regional connectivity, identity, endpoints, SaaS access, vendor escalations, **scripting**, and priority incident response.

- Maintained wired and **wireless** connectivity during headcount growth and increasingly complex incidents.
- Managed **switching**, DHCP reservations, DNS updates, VPN troubleshooting, and IP address records.
- Connected **Okta** identity analysis with endpoint and SaaS troubleshooting for faster access diagnosis.
- Wrote **PowerShell** and **Python** utilities that reduced repeated runbook steps for administrators.
- Coordinated circuit and equipment vendors, validated fixes, and updated internal operating notes.
- Joined priority support rotation with clear findings and recovery updates for business teams.

IT Support Engineer

June 2017 - June 2019

VectorNest Software

Mountain View, CA

Delivered frontline and escalated support for a growing software company, building practical depth across endpoints, SaaS, identity, office connectivity, documentation, and secure operations.

- Resolved endpoint, SaaS, identity, wireless, **switching**, DNS, DHCP, and VPN support cases.
- Administered routine Okta changes and Mac workflows in **Jamf** with accurate asset records.
- Created scripts and support templates that improved consistency across onboarding and connectivity cases.
- Documented recurring **wireless** and account patterns, guiding permanent configuration and workflow corrections.
- Applied least privilege, change documentation, clear escalation, and scheduled after hours support.
- Partnered with senior infrastructure engineers while developing independent incident troubleshooting judgment.

PROJECTS

Multi Region Zero Trust Access Program 📅 2024

Aligned identity, device posture, VPN, and application access across distributed teams. Documented support paths and ownership so employees received clearer service during access incidents.

Network Operations Automation Library 📅 2023

Created reusable Python and workflow automations for inventory, provisioning, and recurring support tasks. Peer review and version control kept changes traceable and safer.

LEADERSHIP & AWARDS

- Cisco Certified Network Professional achievement, 2024, recognizing advanced enterprise networking capability.
- SOC 2 access review contribution, BrightArc Media, supporting evidence quality and timely remediation.
- Networking managed service provider ownership, recognized for clearer handoffs and dependable operational documentation.

EDUCATION

Bachelor's Degree in Information Systems

2017

San Jose State University GPA: 3.5

San Jose, CA

Coursework: Network administration, systems analysis, database management, information security

CERTIFICATIONS

- Cisco Certified Network Professional Enterprise 📅 2024
- Cisco Certified Network Associate 📅 2019

TECHNICAL SKILLS

- **Network Services:** Wireless LAN, Wired LAN, Switching
- **Network Infrastructure:** DNS, DHCP, IPAM
- **Secure Access:** VPN, Zero Trust access, Device posture
- **Monitoring Tools:** Network monitoring, Service alerts, Fault isolation
- **Configuration Management:** Version control, Change records, Configuration documentation
- **Identity Platforms:** Okta, Access controls, Least privilege
- **Endpoint Management:** Jamf, Intune, Mac administration
- **Automation Development:** Python, PowerShell, AI assisted scripting
- **Workflow Platforms:** No code workflows, Low code workflows, Provisioning automation
- **Governance And Compliance:** SOC 2, Access reviews, Remediation records
- **Service Operations:** MSP management, On call operations, Incident restoration
- **SaaS Administration:** Application access, User provisioning, SaaS troubleshooting

SKILLS

- | | | | |
|--------------|---------------------|-----------------------|-------------------------|
| • Networking | • DHCP | • Python scripting | • Intune administration |
| • Wireless | • IPAM | • PowerShell | • Workflow automation |
| • Switching | • VPN | • Okta administration | • On call operations |
| • DNS | • Zero Trust access | • Jamf administration | |

PROFESSIONAL AFFILIATIONS

- IT operations teams, contributing practical troubleshooting notes and reusable workflow improvements.
- Security and compliance partners, supporting access reviews, least privilege, and clear remediation records.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST