



Armani Chang

IT Operations Engineer, Networking

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STRENGTHS

- 🔧 **Network ownership**
During multi office support, connectivity became a monitored service with clearer changes and faster fault isolation.
- 🔍 **Cross layer troubleshooting**
When access failed, identity, endpoint, SaaS, and network evidence were traced together until root cause surfaced.
- ⚙️ **Automation judgment**
Repeated support work prompted Python and workflow improvements, with peer review keeping useful speed and control.
- 👥 **Vendor leadership**
MSP escalations gained clearer acceptance criteria and handoff records, making delivered changes easier for teams to operate.
- 💬 **Incident communication**
On call restoration relied on concise updates and documented follow up, helping stakeholders stay informed during pressure.

SKILLS

Networking Wireless Switching

DNS DHCP IPAM VPN

Zero Trust access Python scripting

PowerShell Okta administration

Jamf administration

Intune administration

Workflow automation

On call operations

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

PixelForge Labs 📅 April 2023 - Present 📍 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

BrightArc Media 📅 January 2021 - March 2023 📍 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

CloudHarbor Technologies 📅 July 2019 - December 2020 📍 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.

LANGUAGES



MY CAREER



- Senior IT Operations Engineer, Networking at PixelForge Labs (3.5 Years)
- IT Operations Engineer at BrightArc Media (2.2 Years)
- IT Systems Engineer at CloudHarbor Technologies (1.4 Years)
- IT Support Engineer at VectorNest Software (2 Years)

- 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

VectorNest Software 📅 June 2017 - June 2019 📍 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

San Jose State University 🎓 GPA: 3.5 📅 2017 📍 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

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.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST