

Harrison Wilkerson

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SUMMARY

Technology Operations Engineer with six years of corporate IT experience supporting hybrid offices and distributed employees across Mac OS, Windows, SaaS, endpoint, identity, AV, and network environments. Serves as a primary on site escalation resource, balancing responsive **Tier 1 Helpdesk** service with independent troubleshooting, sound escalation judgment, and customer focused communication. Owns practical ITAM workflows spanning inventory, procurement, **stock planning**, device deployment, refresh, retirement, and disposal. Administers Okta, Google Workspace, Slack, Jira, Zoom, and Office365, with hands on experience using **Jira Service Management**, Jamf, Intune, and **identity and access management** practices. Builds reliable onboarding experiences, documents repeatable support procedures, monitors SLAs, and partners with Information Security, Workplace, and Engineering teams on secure endpoint and operational improvements.

EXPERIENCE

Senior Technology Operations Specialist

August 2024 - Present

HarborPoint Analytics

Cambridge, Massachusetts

Leads local technology operations for a **hybrid office**, supporting employee endpoints, SaaS access, ITAM, onboarding, AV, security coordination, and occasional EMEA coverage. Serves as a trusted local escalation resource while coordinating distributed IT, Information Security, Workplace, and Engineering partners.

- Resolved **Mac OS**, Windows, SaaS, AV, and network incidents as primary on site escalation resource.
- Owned ITAM inventory, **procurement**, stock planning, refresh, retirement, and disposal for local employee equipment.
- Administered Okta, **Google Workspace**, Slack, Jira, Zoom, and Office365 with least privilege approvals.
- Prepared endpoints and application access for new hires, reducing first day technology interruptions.
- Reviewed **Jira Service Management** SLAs and converted recurring fixes into reusable support documentation.
- Coordinated endpoint, IAM, AV, and office technology initiatives with remote teams and **EMEA coverage**.

Technology Operations Engineer

May 2022 - July 2024

LatticeWorks Software

Boston, Massachusetts

Supported a SaaS heavy environment for office and remote employees, combining endpoint administration, identity operations, asset lifecycle management, onboarding documentation, **AV support**, and **network troubleshooting**. Worked with distributed teams to resolve incidents and improve repeatable service delivery.

- Diagnosed hardware, software, access, conferencing, and connectivity issues across Mac OS and Windows environments.
- Managed Jamf and Intune enrollment, security settings, software deployment, **refresh** preparation, and decommissioning records.
- Reconciled laptops, peripherals, and meeting room equipment with employee asset lifecycle data.
- Administered **Okta** and SaaS access requests through documented identity procedures and security escalation paths.
- Improved **onboarding** checklists and device preparation guides for consistent hiring cycle support.
- Restored **Zoom** rooms, AV systems, Wi Fi, and endpoint connectivity through documented recovery steps.

IT Support Specialist

October 2020 - April 2022

Cedar Bay Digital

Waltham, Massachusetts

Delivered supervised **Tier 1 Helpdesk** support for corporate users, covering endpoint troubleshooting, account access, collaboration applications, onboarding, asset records, AV systems, and knowledge documentation. Built practical experience with escalation paths, **device lifecycle** workflows, and customer focused service.

- Delivered Tier 1 support for **Mac OS**, **Windows**, printing, networking, and collaboration tool incidents.
- Prepared laptops and user accounts for employee starts under senior administrator guidance.
- Updated issued device, return, repair, stock, and **retirement** records across asset workflows.
- Resolved Google Workspace, Office365, Slack, Zoom, and application access requests through defined paths.
- Supported **video conferencing** and AV equipment by testing rooms and restoring common failures.
- Created knowledge base articles from repeated cases for clearer employee and teammate guidance.

PROJECTS

Hybrid Endpoint Service Refresh 📅 2024

Small operational choices shape employee trust. Consolidated endpoint preparation, enrollment, security validation, refresh, and retirement workflows across Mac OS and Windows support operations.

Local Technology Onboarding Workflow 📅 2023

A first day reveals every hidden dependency. Reworked device preparation, application access, orientation guidance, and support documentation for recurring employee onboarding cycles.

Meeting Room Reliability Program 📅 2022

A silent conference room can stop a global team. Documented Zoom, AV, Wi Fi, and connectivity recovery steps for dependable office collaboration.

LEADERSHIP & AWARDS

- Recognized by technology leadership for dependable local escalation support and clear cross functional coordination.
- Selected to coordinate recurring onboarding, endpoint, and asset workflows across office and remote operations.
- Trusted by peers as a go to resource for SaaS access, AV, and device lifecycle issues.

EDUCATION

Bachelor's Degree in Information Systems

University of Massachusetts Boston GPA: 3.5

Coursework: Systems analysis, database management, network administration, information security

2020
Boston, Massachusetts

CERTIFICATIONS

- Microsoft 365 Fundamentals 📅 2022
- Jamf Certified Associate 📅 2023

TECHNICAL SKILLS

- **Operating Systems:** Mac OS, Windows, AWS Workspace
- **Identity Platforms:** Okta, Identity and Access Management, Least Privilege
- **Endpoint Management:** Jamf, Intune, WorkspaceONE
- **SaaS Applications:** Google Workspace, Slack, Office365
- **Service Management:** Jira Service Management, Jira, Helpdesk Ticketing
- **Video Conferencing:** Zoom, Conference Rooms, Video Conferencing
- **Asset Management:** IT Asset Management, Inventory, Procurement
- **Lifecycle Operations:** Device Deployment, Device Refresh, Device Retirement
- **Network Support:** Wi Fi, Network Troubleshooting, Connectivity
- **Security Operations:** Information Security, Access Reviews, Security Settings
- **Support Performance:** Service Level Agreements, First Response, Full Resolution
- **Documentation:** Technical Documentation, Knowledge Base Articles, Support Procedures

SKILLS

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|-------------------------|--------------------|---------------------------|---------------------------|
| • Technology Operations | • Windows | • Jira Service Management | • Intune |
| • Tier 1 Helpdesk | • Okta | • Zoom | • SaaS Administration |
| • IT Asset Management | • Google Workspace | • Office365 | • Network Troubleshooting |
| • Mac OS | • Slack | • Jamf | |

PROFESSIONAL AFFILIATIONS

- Technology Operations community participant focused on service delivery, endpoint support, and practical documentation.
- Information Security partner contributor supporting access reviews, device controls, and secure operational practices.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST