Melvin Vives

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Summary

Results-driven IT professional with 20+ years of experience specializing in endpoint engineering and patch management, system administration, automation, security, and business technical operations. Expertise in implementing IT initiatives, managing teams, and optimizing infrastructure for efficiency. Seeking a challenging leadership role to leverage my skills and experience.

Professional Experience

Director of IT - co:collective, New York, NY (May 2018 - Present)

Achievements

- Expertly implemented and managed **JAMF Pro for patch deployment and updates**, ensuring the highest level of security and performance while minimizing downtime and disruption
- Implemented **Apple Business Manager and Zero-Touch** endpoint device provisioning using Zero-Touch deployment, reducing the onboarding time by 94.44%
- **Automated onboarding process**, including **account creation**, security group assignment, and IT welcome letter generation for staff and freelancers
- Increased overall security by implementing **MFA, RADIUS, disk encryption, NextGen AV, SEIM, VPN, complex passwords** and other measures, reducing potential security incidents
- Successfully transitioned from on-premises user directory to JumpCloud SaaS IdP, **prioritizing security and streamlining access through centralized account** administration, while implementing SSO/SAML for enhanced user management
- Mentored college students majoring in technology through internships, providing valuable IT experience and **fostering their professional development**.
- Converted disaster recovery posture from cloud-based to colocation-based
- Migrated from an internal VoIP solution to a cloud-based system for desk phones and mobile app access

Responsibilities

- Managed procurement of hardware, software, and services and maintained vendor relationships
- Oversaw IT operations budgets and forecasting, achieving 18% cost savings,
- Trained end-users, IT staff, and guests on security best practices, hardware, and software usage
- Facilitated employee onboarding and separation process

IT Help Desk Manager - SourceMedia, New York, NY (September 2013 - March 2018)

- Supervised desktop support team across US and abroad
- Administered and supported VPN access, Cisco Unified Communications Manager, and Verizon One Talk for telephone and voicemail setup
- Managed Cisco Meraki System Manager for Mobile Device Management (MDM) and Apple DEP/VPP and Profile Manager

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IT Project Manager - WPP, New York, NY (June 2010 - March 2013)

- Maintained Mac OS computers and resolved security issues using antivirus and anti-malware solutions
- Provided mobile device support for iPad, Android, and iOS devices in corporate settings
- Managed Windows deployments with Microsoft Deployment Toolkit (MDT) and SCCM
- Administered Active Directory and scheduled video conferencing sessions using Polycom hardware
- Trained new help desk support personnel on procedures and methodologies

Skills

- SaaS Administration
- Endpoint and Network Security
- Endpoint Engineering for macOS, Windows
- Process Automation
- Network Administration
- Cloud Computing
- Virtualization
- Video Collaboration
- API Integrations
- Shell Scripting (Bash, Python, Powershell)
- Apple Technology
- Knowledge bases and documentation
- Google Workspace Admin
- BetterCloud admin
- Performance monitoring and optimization
- JAMF Pro admin
- Microsoft 365 admin
- Azure Portal Admin
- Endpoint management
- Endpoint security
- System administration
- Windows, macOS, iOS, Android
- IdP
- Mobile Device Management (MDM)
- Patch management
- Remote access solutions
- Group Policy
- Incident response
- Automation tools like Zapier and Make.com
- CI/CD
- Business process management
- Workflow Automation

Assessments & Certifications

- Technical support — Expert
- Attention to detail — Highly Proficient
- Technical support: Customer situations — Highly Proficient
- Management & leadership skills: Planning & execution - Highly Proficient
- Project Management Skills — Highly Proficient
- Supervisory Skills: Interpersonal Skills — Highly Proficient
- Supervisory Skills: Motivating & Assessing Employees — Highly Proficient
- Change Management Foundations
- Project Leadership
- Project Management Simplified

Soft Skills

- Communication & Teamwork
- Leadership & Conflict resolution
- Adaptability & Time management
- Emotional intelligence & Active listening
- Attention to detail & Problem-solving

Leadership and Management Skills

- IT Strategy
- IT Governance
- IT Infrastructure
- IT Budgeting
- Vendor management
- IT Compliance
- IT service management
- Change management
- Business continuity planning