

Christina Molina

New York, NY | 203.464.6167 | christina.2csm@gmail.com

<https://www.christinasmolina.com>

<https://www.linkedin.com/in/christina-s-molina>

WHAT I WANT TO DO

I want to troubleshoot across teams following ITIL v4 best practices and lead with innovative solutions to advance and exceed organizational goals. I will leverage my broad it knowledge to optimize the deployment and delivery of an effective SaaS Stack to improve operations efficiency. Share my expertise working in Device Management across Mac and Windows machines with a great team. Work in Okta to improve IAM solution design and life cycle management, OpenID Connect, OAuth, LDAP and implementing authentication protocols.

SKILLS

Cyber Security: Crowdstrike, Cyberhaven. IAM, SAML, SSO, MFA, RBAC
Programming: Python, Bash Scripting
Technologies: Okta, Jamf 300, ServiceNow, Intune, MDM
Platforms: Linux, Google Workspace, Azure
Tools: Postman, Zapier
Certifications: ITIL v4, A+, Jamf 300

CREDENTIALS

2018 M.S.	Engineering, Management of Technology	Fairfield University
2007 B.A.	Music	Western Connecticut State University

EXPERTISE

Movable Ink, New York, NY
Infrastructure Engineer

2022 - Present

Currently oversee multiple business systems. I help improve operational efficiency applying IAM principles, protocols and industry best practices. Provide technical leadership. Some accomplishments include:

- Led the design and execution of a multiphase adoption project. Achieved 83% adoption rate in 6 weeks.

- Directed the deployment of over 700 machines, ensuring secure and stable operating environments.
- Executed zero-touch deployment strategies for new machines and system refreshes to streamline operations.
- Integrated and automated processes and data with external APIs using tools such as Postman, Okta workflows, SAML, and SSO protocols.
- Conducted comprehensive analyses of identity lifecycles to define enterprise access requirements and identity records.
- Performed risk assessments to identify and address system malfunctions and manage provisioning/de-provisioning processes.
- Identified the need for and spearheaded the implementation of security software, specifically CrowdStrike and Intune, to enhance system security.
- Collaborated with FinOps, GTM, Executive Support, InfoSec, and vendors to ensure smooth operations and regulatory compliance.
- Applied extensive knowledge business process and automation to, developing meaningful robust IT reporting capabilities informing core decision makers.
- Created and delivered training materials for groups of up to 75 stakeholders to ensure effective knowledge transfer and compliance.
- Implemented initial threat response strategies for security issues and worked closely with the Security Incident Response Team (SIRT).
- Provided ongoing guidance on best practices for machine management, data loss prevention, network operations, and the development of the SaaS stack.

**Yale University, New Haven, CT
2012 - 2022**

IT Support Specialist, II

While in this position, I executed both System Analyst and System Administrator responsibilities. The role also required me to collaborate extensively with IT Managers, Programmers, Web Applications Developers and Web Content Managers. I performed ad hoc analysis and supported operations in a variety of ways. My language skills in Spanish and French bridged a number of stakeholder project actions.

Overarching Responsibilities

- Used SCCM and Jamf to manage package deployment, security packages, etc.
- Conducted SQL queries from SCCM and used them to push updates for 100+ endpoints.
- Prioritized white glove service for clients, and performed Endpoint management.
- Built .pkg's and scripts. Documented thoroughly.
- Proposed and implemented efficient hardware and software upgrades that captured department savings and extended the life of our research labs from 3 to 5 years.
- Provisioned and maintained MacOS and Windows enterprise environments.
- Audited and analyzed data integrity, consulted and gathered business requirements as needed.
- Managed team in the implementation of Windows and retiring legacy systems.

- Advised key stakeholders on strategic planning for long term sustainable institutional technology tools.
- Developed and implemented policies, procedures and metrics aligned with best practices.

Selected projects

School of Art Web Accessibility Compliance Upgrade

2019 - 2020

- Elicited requirements, documented user stories, and drafted specs for new systems across user groups.
- Led cross-functional meetings to develop and document effective processes.
- Collaborated with stakeholder and vendors to create a work plan and systems documentation.

Yale Media Services

2014 - 2016

- Upgraded firmware on Crestron systems with C+ and created Filemaker database for classrooms.
- Proposed, planned and executed a test environment for classroom technologies to be managed remotely.
- Developed and oversaw the project budget and work schedule.
- Worked with limited internal and vendor resources to meet project goal on a tight timeline.

ADDITIONAL EXPERIENCE

Technical Support Services Specialist

2009 - 2011

Sacred Heart University, Fairfield, CT

- Led the daily tasks for 15 student assistants with a rotating schedule.
- Supported and maintained hardware and software for faculty, student, and staff desktops and laptops.
- Troubleshooted, coordinated and referred issues with other ITS units on snags related to networking, security, hardware, operating systems and applications.