

# Christina Molina

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## EXPERIENCE (WHAT I WANT TO DO)

Dynamic and results-oriented IT professional good at IAM solution design, implementation, and life cycle management. Skilled in authentication and authorization protocols, integration and collaboration technologies, and security compliance. Thrive at troubleshooting and following best practices.

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## SKILLS

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

## CREDENTIALS

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

## EXPERTISE (WHAT I CAN DO)

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Movable Ink, New York, NY 2022 - Present

### Infrastructure Engineer

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

- Spearheaded multiphase adoption achieving 83% adoption rate in six weeks.
- Managed deployment of 700+ machines, and ensuring secure operating environments.
- Identify automation opportunities and prioritize IAM application using SAML and SSO protocols.
- Analyze identity lifecycle to articulate access requirements and define enterprise identity records.
- Conduct risk assessments on system malfunctions and system provisioning and de-provisioning.
- Identified the need and led the implementation of security software, CrowdStrike.
- Liaise with FinOps, GTM, Executive Support, InfoSec and vendors.
- Leverage my mature knowledge of data laws in all projects and develop IT reporting capabilities.
- Routinely develop resource materials and deliver training to groups up to 75 stakeholders.
- Employ initial threat response for security issues and collaborate with SIRT.
- Implemented zero point deployment for new machines and refresh. Automated new software install.
- Offer continuous guidance on best practices for our fleet of machines, data loss prevention, network operations and continually developing 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 200 to manage package deployment, security packages, etc.
- Conducted SQL queries from SCCM and used them to push updates for 100+ endpoints.
- Mined store front, and performed End point management.
- Built .pkgs 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

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**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.

### SERVICE TO THE COMMUNITY

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Women in Technology - Present

New Haven Soup Kitchen 2020 - 2022