

Thomas Cruz

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PROFESSIONAL SUMMARY

Senior IT Engineer with 9+ years of experience in high-growth environments. Deep expertise in macOS endpoint management, Google Workspace administration, identity & access management, and enterprise AI platform administration (Claude, ChatGPT, Gemini). Proven track record automating onboarding/offboarding, scaling IT operations, and building systems that prevent issues at the root.

CORE SKILLS & TOOLS

Endpoint & MDM: macOS, Windows 10/11, ChromeOS, iOS, Android, Linux — Iru/Kandji, Intune, Landscape

Identity & Access: Okta (Certified Pro & Admin), SSO, MFA, SCIM, RBAC, Zero-Trust

Scripting: Bash, Terraform, Ansible — lifecycle automation, onboarding/offboarding scripts

Cloud: AWS (Cloud Practitioner) · Azure (Fundamentals) · GCP (Cloud Digital Leader)

Productivity Suites: Google Workspace Admin · Microsoft 365 · Slack (workspace admin)

AI Platforms: Claude (Admin, MCP configuration — local & remote), Claude Code, ChatGPT Enterprise, Google Gemini, Replit, OpenCode (agentic coding — custom agents & skills)

Networking / Security: Tailscale, NGINX/Traefik, CrowdStrike EDR, Keeper, LastPass

EXPERIENCE

Senior IT Engineer | RapidSOS 01/2025 – Present

New York, NY (Remote)

- Designed and executed zero-downtime migration from Microsoft 365 to Google Workspace, consolidating multiple tenants, reducing costs, and streamlining company-wide adoption.
- Lead administrator for enterprise AI platforms (Claude, ChatGPT, Google Gemini, Replit): manage provisioning, access, and security configuration; configured local and remote MCP servers to extend Claude into internal tools and workflows.
- Scaled identity and access operations using Okta: automated onboarding, offboarding, and role-based permissions via SSO, SCIM provisioning, and lifecycle workflows — reducing manual effort and security risk.
- Deploy and manage AWS and Okta configurations as infrastructure-as-code with Terraform, enabling versioned, repeatable changes.
- Own IT budget planning and vendor management across 50+ SaaS vendors, leading contract negotiations and renewals to control costs.
- Managed MDM environments (Iru/Kandji, Intune) and CrowdStrike EDR: device enrollment, configuration profiles, policy enforcement, threat monitoring, and compliance across all endpoints.
- Primary systems administrator for 50+ SaaS applications and 300+ employees across macOS, ChromeOS, iOS, Android, and Linux.
- Build internal automation tools and workflows on Replit to streamline IT operations and reduce manual overhead.

IT Engineer II | RapidSOS 01/2022 – 01/2025

New York, NY (Remote)

- Authored and maintained internal documentation including runbooks, how-to guides, and knowledge base articles to enable user self-service and standardize IT support processes.
- Identified recurring support patterns and drove systemic improvements: automated user management scripts in Bash, reducing ticket volume and resolution time for routine lifecycle tasks.
- Administered Slack workspace including channel management, permissions, integrations, and troubleshooting for 300+ users.

IT Technician | RapidSOS 09/2021 – 01/2022

New York, NY (Hybrid)

- Delivered Tier 1–3 technical support for 200+ users across hardware, software, and account issues, prioritizing first-contact resolution.
- Optimized ticket queue management using Zendesk and Jira Service Desk, reducing mean response and resolution times.
- Acted as technical liaison with vendors to escalate complex product issues, negotiate improved SLAs, and manage long-term contracts.

Genius (Senior Tech Support) | Apple 05/2018 – 09/2021

New York, NY

- Delivered expert technical support for macOS, iOS, iPadOS, and watchOS across hardware diagnostics, software troubleshooting, and repair triage — achieving 90+ NPS with 95% same-unit repair rate.
- Supported 3–4 customer sessions per hour, consistently diagnosing root causes and recommending the right resolution path.
- Mentored team members on Apple hardware and software, improving team-wide mean time to resolution and customer satisfaction.

Advanced Repair / Consultation Agent | Geek Squad 08/2016 – 05/2018

New York, NY

- Diagnosed and resolved hardware and software issues for store and customer devices, maintaining a 95%+ repair rate and consistently performing root cause analysis.
- Advised customers on technology solutions and services as technical SME, contributing to in-store sales and service quality.

EDUCATION & CERTIFICATIONS

B.S. Computer Information Systems — CUNY Lehman College

CompTIA A+ / Network+ / Security+ / CySA+ · AWS Cloud Practitioner · Microsoft Azure Fundamentals · Google Cloud Digital Leader
Okta Certified Professional · Okta Certified Administrator