

JOSE MALDONADO

IT Service Delivery & Technical Operations Leader · Microsoft 365 · CMDB · Monitoring · Automation

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PROFESSIONAL SUMMARY

IT service delivery and technical operations professional with 25+ years supporting regulated, large-scale environments — end-user support, systems administration, service-desk operations, device and asset data, monitoring, Zscaler security-policy administration, Microsoft 365, identity/access support, vendor coordination, documentation, and process improvement. Promoted from Service Desk Technician to Intermediate Systems Administrator at Fitch Ratings, pairing hands-on technical credibility with service quality, operational discipline, team mentoring, and AI-assisted automation. Brings a modern leadership mindset focused on leveraging AI, automation, data-driven decision-making, and cross-functional collaboration to streamline operations, improve service delivery, increase team effectiveness, and drive scalable technology transformation.

CORE SKILLS

IT Service Delivery · Technical Operations · End-User Support · Systems Administration · Service Desk Operations · Incident & Request Management · Escalation Management · Ticket Queue Management · Device Lifecycle Support · Account / Access Support · Microsoft 365 · Active Directory / Entra ID · CMDB / IT Asset Management · Vendor Coordination · SOP / Knowledge Documentation · Monitoring & Observability · Zscaler Security Policy Administration · Team Mentoring · AI-Enabled Process Improvement

TECHNOLOGY STACK

Microsoft & Access: Microsoft 365 · Active Directory · Entra ID · Teams · SharePoint · SailPoint IdentityNow | **Service / ITSM / CMDB:** Jira · Device42 · Confluence · SOPs / Knowledge Documentation | **Monitoring:** Datadog · SolarWinds Orion · PagerDuty
Infrastructure & Cloud: VMware ESXi/vCenter · AWS (Route 53, WorkSpaces, EKS) · Cisco UCS · Windows Server · CentOS Linux · Commvault · Rubrik | **Automation:** PowerShell · Python · ChatGPT / Microsoft Copilot | **Applied Tech:** SolidWorks · Blender · Bambu Lab X1C

PROFESSIONAL EXPERIENCE

Fitch Ratings — Intermediate Systems Administrator

New York, NY · Jan 2018 – Present

- Promoted from Service Desk Technician into Intermediate Systems Administrator while supporting enterprise IT service delivery, escalations, documentation, monitoring, security/access workflows, and cross-team operational support in a regulated financial-services environment.
- Work hands-on with Datadog for infrastructure alert response — investigating alert conditions and coordinating preventive action across infrastructure, engineering, and service teams.
- Formerly sole administrator of a global SolarWinds Orion deployment — 50,000+ monitored elements, 2,800+ nodes, 35,000+ interfaces across 40+ sites — with tiered PagerDuty alerting that cut false alerts 10%+ (environment since migrated to Datadog with a dedicated admin).
- Administer Zscaler (ZIA/ZPA) security-policy workflows: URL filtering, application control, access rules, AD group access, and Microsoft 365 tenant validation, with supporting SOPs.
- Own Device42 CMDB accuracy — discovery, reconciliation, verification, and synchronization of devices, users, applications, and business-app records — improving asset visibility, support readiness, and SLA alignment.
- Support Commvault / Rubrik restores, F5 & Route 53 DNS, VMware/vCenter, Cisco UCS monitoring, Windows/Linux troubleshooting, AWS WorkSpaces, and AWS/EKS visibility.
- Author SOPs, troubleshooting guides, and operational documentation that reduce repeat escalations and support offshore / L1 / L2 teams; apply AI-assisted tools and PowerShell / Python for practical workflow and documentation improvement.

Fitch Ratings — Service Desk Technician

New York, NY · Jan 2013 – Jan 2018

- Delivered Tier 1 / Tier 2 service-desk support, asset deployment, user support, and escalated troubleshooting across phone, email, remote, and in-person channels.
- Managed Jira ticket queues, prioritized incidents and service requests, coordinated escalations, and maintained customer communications in a fast-paced enterprise support environment.
- Served as Service Desk liaison with Engineering during the Citrix VDI → AWS WorkSpaces migration and helped build Windows 10 migration workflows supporting enterprise desktop standardization.

Health Plus — Senior Desktop Support Technician / Team Lead

New York, NY · Oct 2005 – May 2012

- Provided senior desktop, Citrix, and executive support for a 900+ user healthcare environment while serving as Team Lead — mentoring technicians, coordinating daily support activities, and promoting consistent desktop-support practices.
- Led Windows 7 migration planning, application-compatibility troubleshooting, MDT / USMT evaluation, and enterprise desktop-readiness efforts.
- Standardized desktop imaging using Enterprise Ghost and slipstreamed installation media to reduce deployment and update time; created instructional guides that improved L1 support effectiveness.
- Developed SOPs, technical documentation, and end-user training materials for Microsoft Office applications and desktop-support best practices — improving user adoption, consistency, and self-service.

Damon House / Les Migrateurs — IT Consultant

NY Metro · Oct 2001 – Oct 2005

- Served as the sole IT resource responsible for end-to-end technology support — desktop support, hardware troubleshooting, user support, procurement, and day-to-day IT operations.
- Designed, implemented, and maintained Windows Server 2003 environments, Active Directory, file/print services, VPN replication, backups, routers, wireless networks, and CAT5 infrastructure.
- Provided hands-on user training and technical guidance for Microsoft Windows and Office applications, improving user proficiency and resolving application and workstation issues.
- Created SOPs, user documentation, and training materials covering Microsoft Office suite usage, file sharing, network file management, and shared storage.

Eureka Broadband / Think Tank — Senior Technologies Manager

New York, NY · 1999 – 2001

- Promoted to lead technology operations for a high-tech meeting-space business; led a 4-person team across IT planning, budgeting, scheduling, vendor coordination, and daily operations.
- Conducted interviews, hiring decisions, performance evaluations, coaching, and day-to-day supervision of a four-person technical team while managing desktops, telecom, networks, and video conferencing.
- Partnered with enterprise client IT teams including Microsoft, Morgan Stanley, Bloomberg, and FTSE; built automated booking/billing workflows that improved productivity and profitability.

APPLIED TECHNOLOGY & PROTOTYPING

- Apply CAD, 3D printing, reverse engineering, and AI-assisted modeling to plan, prototype, and validate custom mechanical and automotive components.
- Use SolidWorks, 3D scanning, Blender, and additive manufacturing (Bambu Lab X1C) to turn measurements and reference parts into functional prototypes and finished parts.
- Run a structured, manufacturer-inspired design process for a custom vehicle-technology project — AI-assisted research, requirements gathering, instrumentation design, embedded-hardware concepts, and prototype fabrication.

EDUCATION

Associate in Applied Science — Aircraft Avionics Engineering · Vaughn College of Aeronautics · 1999