

BENJAMIN LEE BROWN

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Work History

Systems Administrator

Jan 2023 to Current

Aptive Environmental - Provo, UT

- Administer core IT systems for 4,000+ users, including Google Workspace, Okta SSO, Slack, and Zoom, with a focus on identity, access, and endpoint reliability.
- Implemented and maintained Unifi Networks across 74 field offices.
- Produced company-wide Zoom webinar events on a quarterly, monthly, and weekly basis.
- Designed and managed Synology NAS backups of Google Workspace mail and Drive for the legal department, avoiding ~\$50,000 in annual third-party backup costs.
- Leveraged Google's API through Google Apps Manager to take action on mailboxes, pull meeting recordings, and run reports.
- Drove software cost savings by negotiating vendor terms for Adobe, KnowBe4, Exclaimer, and other platforms.
- Built and administered Slack Workflows that automatically generate and route ServiceNow incident and request tickets, improving intake speed and data consistency.

Technical Support Analyst

Mar 2021 to Jan 2023

Aptive Environmental - Provo, UT

- Resolved escalated ~100 tickets per week.
- Managed lifecycle and access for 5,000+ users across Google Workspace, Okta, and Microsoft.
- Delivered executive device support for Apple and Windows systems with minimal downtime.
- Processed ~10 hardware provisioning requests weekly, supporting device deployment and inventory.
- Managed and imaged 700+ workstations using automated cloning and deployment software.
- Authored 41 knowledge base articles covering KPI definitions, IT procedures, and troubleshooting guides.

Scripting Software Specialist & Tech Support

Sep 2018 to Mar 2021

Slingshot - Orem, UT

- Delivered a software scripting program generating 25%+ ROI for the business.
- Managed identity and access for 250+ user accounts across Google Workspace and other SaaS tools.
- Served as primary technical support contact for 20+ high-priority clients
- Built IT demo content and documentation, including knowledge transfer during ticketing system migration.
- Produced operational reports to forecast staffing needs and maintain ~100 Five9 seat allocations.
- Integrated software systems to unify KPI reporting and improve operational accuracy.
- Configured and integrated software systems to consolidate accurate KPI data.
- Provided remote support for executive Apple and Windows mobile devices.

Certifications



Jun 2022

five9 Outbound Administrator

Oct 2020

five9 Inbound Administrator

Nov 2019

Technical Skills

Cloud & Identity Management

Google Workspace Administration | Okta SSO | Microsoft 365 | Google Apps Manager (GAM) | API Integration | Identity & Access Management (IAM) | Single Sign-On (SSO) | Multi-Factor Authentication (MFA) | User Lifecycle Management

Network & Infrastructure

Unifi Network Controller | Meraki MDM | Network Configuration | VLAN Management | VPN | DNS/DHCP | TCP/IP | Wireless Network Design | Network Troubleshooting | Remote Site Management | Kandji | Jira (Project Management)

Endpoint & Device Management

macOS Deployment | Apple Business Manager | Apple Configurator | Windows Administration | Mobile Device Management (MDM) | Kandji | Device Imaging & Cloning | Hardware Provisioning | Asset Management | Remote Desktop Support | Executive Device Support

Backup & Storage Solutions

Synology NAS | Google Drive API | Backup & Disaster Recovery | Data Migration | Cloud Storage Management | Legal Hold & eDiscovery | Archive Solutions | Storage Optimization

Collaboration & Communications

Zoom Administration | Webinar Management | Zoom Rooms | Poly Conference Systems | VoIP Systems | Five9 Call Center | Video Production Systems | DaVinci Resolve | Remote Rendering Server

Scripting & Automation

Bash | PowerShell | Google Apps Script | Workflow Automation | Regular Expressions (Regex) | Batch Processing | Task Scheduling | System Integration | Data ETL

ITSM & Documentation

ServiceNow | Ticketing Systems | Knowledge Base Development | SLA Management | Incident Management | Change Management | IT Process Documentation | Technical Writing | Training Material Development | Vendor Management

Security & Compliance

KnowBe4 Security Awareness | Abnormal Security | Security Policy Enforcement | Access Control | Compliance Auditing | Data Loss Prevention | Endpoint Protection | Security Best Practices

Software & Productivity Tools

Adobe Creative Cloud | Microsoft Office Suite | Google Workspace Suite | Slack | Reporting & Analytics | License Management | Software Deployment | SaaS Administration | Vendor Negotiation | Cost Optimization | Email Signatures (Exclaimer)