

# JOHNNY NGUYEN

## IT OPERATIONS | SYSTEMS ADMINISTRATION | AUTOMATION

Littleton, CO | johnny@nguyenbig.com | linkedin.com/in/hire-johnny-nguyen | nguyenportal.com

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### PROFESSIONAL PROFILE

IT operations and business systems professional with four years of enterprise support experience across identity, endpoints, SaaS administration, and automation. At Guild, combines service desk and Salesforce responsibilities while building systems that reduce manual work, including a daily audit shortened from 15 to 30 minutes to about 2 minutes. Salesforce Certified Administrator focused on dependable systems and scalable processes.

### TECHNICAL EXPERTISE

**Identity & endpoints:** Okta, SCIM, Active Directory, Jamf, macOS, Windows, access reviews, device lifecycle

**Enterprise platforms:** Salesforce, Jira Service Management, Confluence, Microsoft 365, Google Workspace, Slack

**Automation & integrations:** JQL, SOQL, Jira automation, Data Loader, OAuth 2.0, REST APIs, AI-assisted workflows

### PROFESSIONAL EXPERIENCE

#### Service Desk Associate | Guild

Dec 2024 to Present | Denver, CO | IT Service Desk & Salesforce Business Systems

- Reduced a daily Salesforce Omni-Channel routing audit from 15 to 30 minutes to about 2 minutes with an AI-assisted workflow that identifies and resets exceptions across seven queues.
- Built a three-layer ticket visibility system using JQL filters, weekly Slack summaries, and Jira automation to surface aging requests and prompt follow-up.
- Built and documented an OAuth 2.0 REST API integration that sends laptop retrieval requests from Jira Service Management to Revivn.
- Flagged approximately 76 accounts for access-removal review by comparing Okta groups with the Workday roster; performed recurring SaaS and Salesforce license audits.
- Administer Salesforce access and licensing across production and staging; collaborated on 18 Tier 2 form configurations and built a daily SOQL data check.
- Support user lifecycle and Jamf-managed Macs across Okta, Google Workspace, and Slack; maintain Confluence SOPs, process legal-hold devices, and train new hires.

#### Information Technology Support Analyst | Justrite Safety Group

Mar 2023 to Dec 2024 | Broomfield, CO

- Coordinated service desk operations supporting 1,000+ users and reported service metrics and KPIs to leadership.
- Administered Microsoft 365, Exchange Online, Teams, SharePoint, user permissions, and distribution groups.
- Imaged devices and deployed apps across 1,000+ endpoints; managed lifecycle, inventory, and compliance for 200+ assets.

#### Information Technology Technician | Monarch Casino Resort Spa

Mar 2023 | Black Hawk, CO

- Maintained endpoints and business applications; troubleshoot hardware, access, peripherals, and connectivity.

#### Computer Operator (Part Time) | Fast Enterprises

Oct 2022 to Mar 2023 | Centennial, CO

- Monitored production systems and batch jobs, investigated failures, escalated incidents, and supported account and device requests.

### CERTIFICATIONS & EDUCATION

**Salesforce Certified Administrator** | Google IT Support Professional Certificate

Bachelor of Science, Criminal Justice and Criminology | Metropolitan State University of Denver