

DENNIS VU

Los Angeles Metro, California

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EXPERIENCE

Head of IT Operations

Whatnot

2022 – 2024

Culver City, California

- Original founding member of IT function to encompass all corporate technology
- Mentored team of high performing staff with diverse technical knowledge
- Managed global scaling of service desk, administration, and engineering in line with ITIL best practices
- Proactively ensured regulatory compliance by implementing 12+ security solutions
- Consolidated SaaS landscape by integrating 160+ applications into Okta with SSO and SCIM provisioning
- Facilitated 500% YoY FTE growth by creating seamless onboarding and offboarding lifecycle processes
- Architected complete technical buildout of 13 office buildings worldwide
- Authored standard operating procedures for business continuity and asset management

IT Systems Administrator

FIGS

2021 – 2022

Santa Monica, California

- Led day-to-day technical operations at headquarters and fulfillment warehouse
- Managed 25+ vendor relationships with various hardware and software procurement partners
- Migrated macOS fleet of 200 devices across MDM services (Jamf Pro to Kandji) without user disruption
- Developed department documentation, processes, and technology standards
- Configured organization-wide monitoring and alerting to 500 devices of critical tech infrastructure
- Launched and maintained 10 cloud-based services to minimize on-premise presence in Google Cloud

IT Engineer

Paciolan

2019 – 2021

Irvine, California

- Managed 30+ physical and virtual Windows Server and Xen Center datacenter environments
- Maintained 14 Windows Active Directory, Exchange, Okta services hosted across United States
- Designed and implemented Jamf Pro MDM for macOS environment of 80 endpoints
- Developed standard Zoom Rooms audio-visual conferencing infrastructure

IT Support Specialist

Placentia-Yorba Linda Unified School District

2017 – 2019

Placentia, California

- Provided frontline phone and email technical support to teachers and faculty
- Serviced technical issues across 34 school campuses and 3 district sites
- Evaluated new technology products for use in educational and administrative use
- Performed onsite hardware and software repairs for organization assets

EDUCATION

Bachelor of Science, Computer Science · California State University, Long Beach

TECHNICAL SYSTEMS

- **Identity:** Okta · Entra ID · SSO via SAML, OIDC, SCIM · Lumos, Gathid, Okta identity governance · biometric MFA
- **Network:** Cisco Meraki SD-WAN · Palo Alto NGFW · Pulse Secure VPN · Twingate & Tailscale zero-trust · PRTG
- **Collaboration:** Google Workspace · Microsoft 365 · Notion · Dropbox · Lucid · Loom · Adobe Creative Cloud
- **Cloud:** AWS Certified Solutions Architect Associate · Google Cloud Platform · Azure Compute · MacStadium
- **Telecommunication:** Slack · Zoom – incl. Phone, Zoom Rooms · Google Meet · Microsoft Teams · live broadcast · Certifications: Audinate Dante Level 2 · Q-SYS Level 1 · Shure IntelliMix Solutions · NewTek NDI & VoIP VC
- **Client Platforms:** Jamf Pro · Kandji · Intune · Meraki Systems Manager · Quest KACE SMA · Apple for Enterprise
- **Security:** CrowdStrike Falcon, CylancePROTECT EDR · Nightfall DLP · Datadog, Sumo Logic, Blumira, Chronicle SIEM · 1Password & Doppler secrets management · Proofpoint, Mimecast, KnowBe4 email security & awareness training · Verkada, Axis, Avigilon, Brivo, OpenPath physical security systems