

# JASON SMITH

*Senior IT Administrator | Intune, Entra ID & Microsoft 365 | Endpoint Automation*

## PROFESSIONAL SUMMARY

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Senior IT professional with 30+ years managing enterprise Windows environments. I run Microsoft Intune, Entra ID (Azure AD), and Microsoft 365 administration for a 300-user organization, and I build the AI-assisted tooling and automation my IT team runs on. I designed and built the onboarding and offboarding automation that cut each run from roughly 60 minutes to about 10, developed the workflows that rebuild and manage our AVD/VM environments, and built a GUI application the Sales organization uses for call and Salesforce workflows. I was one of two IT staff who evaluated Microsoft Copilot against competing AI platforms to determine what the company should adopt. Three decades of endpoint, identity, and network experience underneath it, and a habit of turning repeat problems into automated, documented solutions.

## EMPLOYMENT HISTORY

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### IT SERVICE DESK ADMIN III *Truckstop.com*

**Mar 2022 - Present**  
**Boise, ID**

- ◆ Administer Microsoft Intune for Windows and macOS device management, configuration profiles, and deployment across a 300-user fleet.
- ◆ Manage Entra ID (Azure AD) and Active Directory identity lifecycle: provisioning, access control, group membership, and license management.
- ◆ Administer Microsoft 365 including Exchange mailbox provisioning, distribution lists, shared mailboxes, and license assignment.
- ◆ Own laptop imaging, deployment, and software configuration for new hires and refresh cycles.
- ◆ Serve as escalation point for the Service Desk, mentor technicians, and author SOPs and documentation that improve consistency and resolution rates.
- ◆ Partner with product and engineering teams on UAT and defect documentation.
- ◆ Designed and built AI-assisted tools and GUI-driven automations for onboarding, offboarding, and access changes across multiple systems, cutting each run from roughly 60 minutes to about 10.
- ◆ Developed automated workflows for RMIS AVD/VM rebuilds, reducing manual effort and improving consistency of virtual environments.
- ◆ Built a GUI application for the Sales organization supporting call workflows and Salesforce operations, extending IT automation beyond the IT department.
- ◆ One of two IT staff who ran hands-on evaluation of AI tooling for the organization, testing Microsoft Copilot against competing platforms; the company subsequently standardized on Claude Enterprise for IT development and marketing.
- ◆ Use AI assistants daily (Claude, ChatGPT, Cursor, Perplexity) for script generation, troubleshooting, documentation, and log analysis, shortening time to resolution.
- ◆ Project detail and walkthroughs: [builtinbed.com/resume](https://builtinbed.com/resume)

### IT SYSTEMS INTEGRATION ANALYST *PERSI*

**Sep 2014 - Oct 2021**  
**Boise, ID**

- ◆ Analyzed business and technological needs and implemented solutions that improved efficiency across systems and teams.
- ◆ Led major website rebuilds using WordPress, HTML5, and CSS, improving usability, performance, and overall member experience.
- ◆ Developed automated test suites and scripts (including for the Arrivos Retirement system) to validate new features and ensure system reliability before release.
- ◆ Streamlined technical support processes and created documentation, reducing resolution times and improving internal user satisfaction.

- ◆ Provided broad technical support across desktop and mobile devices; maintained servers and network systems to quickly resolve software and hardware issues.
- ◆ Partnered with stakeholders to define technology requirements and integrate new systems, improving cross-departmental communication and workflows.
- ◆ Acted as a bridge between business users, developers, and operations, helping translate requirements into practical, supportable solutions.

#### **DESKTOP SUPPORT SPECIALIST**

**Jul 2014 - Sep 2014**

***St Luke's***

***Boise, ID***

- ◆ Deployed Windows 7 systems across the organization, optimizing deployment strategies to minimize downtime and user disruption.
- ◆ Performed software installations and resolved deployment issues in coordination with IT teams, improving system performance and user satisfaction.

#### **DESKTOP SUPPORT SPECIALIST**

**May 2014 - Jul 2014**

***Fidelity***

***Boise, ID***

- ◆ Implemented Microsoft Office 2FA using Azure, strengthening authentication and improving overall user and data security.

#### **COMPUTER SUPPORT SPECIALIST II**

**Oct 2013 - Mar 2014**

***Banner Bank***

***Boise, ID***

- ◆ Resolved complex application issues for internal users, minimizing downtime and keeping business operations running smoothly.
- ◆ Worked with cross-functional teams to improve software usage and deliver training, streamlining operations and boosting user satisfaction.

#### **SOLUTIONS CENTER ENGINEER**

**Apr 2010 - Aug 2013**

***Support.com***

***Boise, ID***

- ◆ Provided remote technical support to consumers and small businesses, resolving complex issues and improving first-call resolution and customer satisfaction.
- ◆ Documented support interactions and solutions, creating repeatable fixes and improving overall service efficiency.

#### **RSG TIER 2 PHONE TECH SUPPORT**

**Dec 2008 - Apr 2010**

***HP / EDS***

***Boise, ID***

- ◆ Provided Tier 2 phone support for Best Buy and Costco technicians, resolving complex hardware and software issues and improving customer satisfaction.
- ◆ Earned TechZone certification and collaborated closely with in-store techs to ensure accurate repairs and smooth operations.

#### **LAN ADMINISTRATOR / DESKTOP SUPPORT SPECIALIST**

**Apr 2003 - Jan 2008**

***NDSU***

***Fargo, ND***

- ◆ Installed and maintained desktop systems and LAN-connected devices, improving reliability and productivity for faculty and staff.
- ◆ Optimized desktop and LAN server processes and helped streamline the software licensing program, reducing downtime and improving compliance and cost-effectiveness across NDSU and HCEN.

#### **NETWORK ADMINISTRATOR / INSTRUCTOR / COMPUTER SPECIALIST**

**Oct 1999 - Apr 2002**

***USMC***

***Various Locations***

- ◆ Staff Sergeant (E-6) serving in multiple IT and leadership roles, including Data Chief / Network Administrator, Computer Systems Specialist Course Instructor, and Computer System Specialist.
- ◆ Administered LAN/WAN, servers, and desktop environments supporting military units, ensuring availability and security in demanding operational conditions.
- ◆ Provided hands-on desktop, printer, and network support, performing hardware repair, imaging, and deployments.

- ◆ Delivered classroom and one-on-one training on computer systems and networking fundamentals, mentored junior Marines and support staff.
- ◆ Led small technical teams, coordinated troubleshooting and maintenance efforts, and documented procedures to standardize support.

## EDUCATION

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### BACHELOR OF SCIENCE IN SOFTWARE & MOBILE APPLICATIONS DEVELOPMENT

*Stevens-Henager College*

Graduated Magna Cum Laude

Jun 2016

*Boise, ID*

### ASSOCIATE OF APPLIED SCIENCE IN NETWORK SUPPORT SPECIALIST

*Aakers Business College*

Jun 2005

*Fargo, ND*

### DIPLOMA IN THE PROFESSIONAL PC REPAIR PROGRAM

*Professional Career Development Institute*

Apr 1997

*Atlanta, GA*

### DIPLOMA IN COMPUTER SYSTEM SPECIALIST COURSE

*Computer Sciences School*

Dec 1994

*Quantico, VA*

## CERTIFICATIONS

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### NETWORK+

*CompTIA*

Oct 2003

## SKILLS

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Microsoft Intune; Entra ID (Azure AD); Microsoft 365 Administration; PowerShell; Endpoint Engineering; IT Process Automation; Artificial Intelligence (AI); Active Directory; Exchange Administration; Citrix; Windows & macOS Endpoint Management; AVD/VM Automation; Identity & Access Management; Cloud Computing & DevOps Practices; Network Administration; Cisco Networking & IP Telephony; Linux / UNIX; Web Development (WordPress, PHP, HTML5, CSS, MySQL, SQL); Scripted Test Automation (Ranorex); System Integration; Incident Management; Technical Documentation & Knowledge Base Development; Mentoring & Cross-Functional Collaboration.

## LINKS

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LinkedIn: [linkedin.com/in/jpsmithdesigns](https://www.linkedin.com/in/jpsmithdesigns).