DAVIS ODUOR

IT Support Engineer, New Grad | Identity & Access | Leaning into Cybersecurity
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SUMMARY

Results-driven IT Support Engineer and Computer Science student (B.S., May 2027) with experience in enterprise Identity and Access Management (IAM) and technical operations. Proven Tier 1/2 troubleshooting across Windows, macOS, and Linux, backed by PowerShell automation and AI-assisted troubleshooting workflows. Combines a security-first mindset with strong scripting skills to streamline IT infrastructure and maximize uptime.

PROFESSIONAL EXPERIENCE

Okta | IT Support Engineer Intern May 2026 – Aug 2026

- **Ticket Operations:** Managed a queue of 10 to 30 IT support tickets daily using Jira Service Management, resolving issues within SLA guidelines.
- **Identity & Access Management:** Processed security exception requests for application access, validating approvals and documenting conditions to meet Okta security policies.
- **AI-Assisted Troubleshooting:** Used LLMs (Claude, ChatGPT, Codex) to analyze logs and error patterns, speeding up root-cause analysis for SSO and authentication incidents.
- **Escalation Workflows:** Gathered context, reproduced issues, and packaged findings for senior engineers, improving time-to-resolution on complex cases.
- **MDM & Endpoint Management:** Administered macOS devices with JAMF Now for enrollment, configuration, and policy enforcement.
- **Knowledge Management:** Wrote redirect and knowledge base documentation for application owners that clarified self-service steps and reduced repeat access tickets.
- **Cross-Functional Collaboration:** Partnered with IT and security teams to test fixes and validate user access, minimizing downtime after outages and configuration changes.

California Public Utilities Commission | Executive IT Support Engineer Nov 2022 – Aug 2024

- **Process Automation:** Developed PowerShell scripts for laptop profiling and imaging, eliminating manual tasks and saving 400+ hours annually.
- **Infrastructure Support:** Delivered Tier 1/2 support via RDP across Windows and Ubuntu systems, reducing ticket resolution time and user downtime.
- **Directory Services:** Administered user accounts, permissions, and security groups in Active Directory across the agency's Windows domain.
- **Network Operations:** Diagnosed connectivity issues using TCP/IP, DNS, and DHCP.
- **Asset Management:** Managed lifecycle tracking of laptops, desktops, and peripherals in asset management software to enforce equipment accountability.
- **Documentation:** Created SOPs and knowledge base articles that streamlined troubleshooting for the team.

EDUCATION & CERTIFICATIONS

San Francisco State University | B.S. Computer Science 2023 – May 2027
Dean's List x2 | SFF Black Excellence Scholar x3

Universidad Carlos III de Madrid | Computer Science (Study Abroad) Jan 2025 – Dec 2025

Okta Certified Professional Sep 2026

SKILLS

- **Operating Systems:** Windows 10/11, macOS, Linux (Ubuntu)
- **Enterprise Software & IAM:** Okta Administration, Identity & Access Management (IAM), Active Directory, JAMF Now, Jira Service Management, Slack Administration
- **Automation & Technologies:** PowerShell, LLMs (Claude, ChatGPT, Codex), Device Imaging
- **Networking & Infrastructure:** TCP/IP, DNS, DHCP, SLA Management, Remote Support, Asset Lifecycle Management