

Roosevelt Segura

Cloud & DevOps · Infrastructure · Automation

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Open to on-site (NYC), hybrid, or remote

PROFESSIONAL SUMMARY

Cloud-certified IT professional with 10+ years supporting enterprise infrastructure across retail, healthcare, biotech, and scientific organizations. AWS Certified Cloud Practitioner and Microsoft Azure Fundamentals (AZ-900) certified. Most recently replaced a manual, spreadsheet-driven PC refresh workflow with a tested JavaScript tracking tool, while deploying 100+ endpoints through Windows Autopilot and Intune. Previously introduced GitHub Enterprise, Jira Service Management, and centralized SQL Server infrastructure where none existed. Building DevOps skills in Python, Docker, CI/CD, and Infrastructure as Code — seeking a Cloud or DevOps Engineering role.

CERTIFICATIONS

- **AWS Certified Cloud Practitioner** — Amazon Web Services (Dec 2023)
- **Microsoft Certified: Azure Fundamentals (AZ-900)** — Microsoft (May 2021)

TECHNICAL SKILLS

Cloud Platforms	AWS (EC2, S3, IAM, VPC), Microsoft Azure, Microsoft 365 Administration, Entra ID (Azure AD)
Scripting & Dev Tools	JavaScript, Node.js, HTML/CSS, Git, Bash; currently building: Python, Docker, GitHub Actions, Terraform, Kubernetes
Endpoint Automation	Windows Autopilot, Intune MDM, Apple Business Manager (ABM), zero-touch provisioning (ADE)
Infrastructure	Active Directory, Group Policy, DNS, DHCP, Windows Server, VMware (basic), SQL Server (basic admin)
ITSM & Collaboration	Jira Service Management, GitHub Enterprise, Zendesk, ServiceNow, ConnectWise
Security & Networking	CyberArk SSO, Okta, SAML, Cortex XDR, Microsoft Defender, FortiGate, Cisco Meraki, VPN, TCP/IP
Languages	English (native), Spanish (native — bilingual)

PROFESSIONAL EXPERIENCE

IT Support Technician

Asset Inventories — Client: NY Ross Buying Office — New York, NY Jun 2026 – Oct 2026

- **Built a browser-based refresh tracker (JavaScript) to replace manual Excel workbooks** — barcode serial capture, user-to-device pairing, per-device status pipeline, CSV import/export, and a printable status report, covered by a Node test suite
- **Deployed 100+ Windows endpoints via Windows Autopilot, imaging, and Intune enrollment** for the NY Ross Buying Office computer refresh project
- Maintained accurate asset records for every device — serial, assigned user, location, and status — across the refresh lifecycle

IT Service Delivery Specialist

Peak Scientific — Westford, MA (Remote) Apr 2024 – Feb 2026

- **Implemented Apple Business Manager (ABM) integrated with Intune MDM**, enabling automated device enrollment (ADE) and zero-touch provisioning across the macOS and iOS fleet — eliminating manual setup steps
- Partnered with development, QA, and business teams to deliver tested system changes with minimal production impact
- Delivered Tier 1/2 support to 200+ employees in a 24/7 model with global IT teams in India and Europe; maintained 95%+ SLA compliance in Zendesk
- Analyzed recurring ticket patterns and recommended infrastructure improvements, reducing repeat issues

Service Desk Tech II

Foundation Medicine (contract) — Cambridge, MA

Oct 2023 – Mar 2024

- Delivered systems support to 500+ employees and lab staff in a HIPAA-regulated healthcare environment
- Executed business continuity procedures during major incidents, serving as an escalation point to minimize downtime

IT Specialist

Ventus Therapeutics — Waltham, MA

Jul 2022 – Jun 2023

- **Introduced GitHub Enterprise** for the development team — evaluated, procured, and deployed it, establishing branching standards and access controls
- **Established centralized SQL Server infrastructure** for lab data management, improving data accessibility for researchers
- **Built Jira Service Management from the ground up** — workflows, SLAs, and escalation paths where no system existed
- Co-managed the Microsoft 365 tenant for 100+ users — provisioning, licensing, security configurations, and compliance

Sr. Desktop Support Specialist

Jounce Therapeutics — Cambridge, MA

Jul 2021 – Jul 2022

- Created and configured virtual machines; administered Box cloud storage and Cisco Meraki networking
- Investigated Cortex XDR security alerts and resolved CyberArk SSO authentication issues

Desktop Support Analyst

Massachusetts General Hospital — Boston, MA

May 2019 – Jul 2021

- **Co-developed an internal bug-tracking web application** for Radiation Oncology using JavaScript and Node.js
- Key contributor to the OneView Windows 10 upgrade — coordinated migrations for 200+ clinical workstations across BWH and MGH

PROJECTS

- **PC Refresh Tracking Hub (2026)** — Offline-capable vanilla JavaScript web app: localStorage data store, barcode serial capture, status pipeline, deployment-wave calendar, non-destructive CSV import, JSON backup, and printable reporting; unit-tested with the Node test runner
- **Bug-Tracking Web App (MGH Radiation Oncology)** — Co-built an internal tool using JavaScript and Node.js to track departmental software bugs

MILITARY SERVICE

Specialist (E-4), 12W Carpentry and Masonry

United States Army Reserve — Kuwait / Ocala, FL

2010 – 2018

- Deployed to Kuwait in support of Operation Inherent Resolve (Jul 2015 – May 2016), operating in a multinational joint-force environment with strict security and accountability standards

Resume version: DevOps / Cloud Engineer — October 2026