JORDAN CALDERON

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PROFESSIONAL SUMMARY

IT Systems Administrator with 7 years operating enterprise Windows, Linux, and macOS infrastructure for a 500+ user, multi-site regulated environment. Owns Active Directory and Entra ID, Group Policy, SSO, and identity lifecycle across 800+ managed endpoints. Advanced PowerShell, Python, and Bash automation; backup and disaster recovery operations. CompTIA Network+ and A+ certified; pursuing Security+. BS MIS, SDSU. U.S. Citizen, eligible for Secret clearance.

PROFESSIONAL EXPERIENCE

IT Systems Administrator

California Coast Credit Union · San Diego, CA · Aug 2022 – Present

Promoted from IT Support Supervisor

- Administer enterprise Windows Server, Linux production servers, and macOS systems supporting 500+ users across multiple sites in a regulated financial environment
- Own Active Directory and Entra ID, Group Policy, SSO platforms, authentication services, and the full user identity lifecycle; enforce IAM, MFA, and role-based access controls
- Manage 800+ Windows, macOS, iOS, and Android endpoints through Microsoft Intune and VMware Workspace ONE, including enrollment, policy, compliance, and patch cadence
- Build PowerShell, Python, and Bash automation for user provisioning, patch management, compliance reporting, and system health monitoring, reducing manual effort on recurring tasks
- Oversee security policy enforcement, backup and disaster recovery operations, and restore validation; plan and execute system upgrades and migrations with minimal service disruption
- Serve as Tier II/III escalation for complex infrastructure, OS, and application issues using log analysis, packet captures, and root-cause methodology; maintain documentation, SOPs, and knowledge base runbooks

IT Support Supervisor

California Coast Credit Union · San Diego, CA · Sep 2020 – Aug 2022

Promoted from IT Support Specialist

- Supervised and mentored 6 help desk agents resolving 1,000+ weekly infrastructure and endpoint requests for a 500+ user organization
- Built escalation workflows, documentation standards, and triage runbooks; coordinated endpoint rollouts and policy enforcement with technical and business stakeholders

IT Support Specialist

California Coast Credit Union · San Diego, CA · Sep 2019 – Sep 2020

- Provided Tier 1/2 support for 500+ users across Windows, macOS, and Linux; diagnosed Active Directory authentication, Group Policy, endpoint, and connectivity issues
- Assisted with system migrations and upgrades; documented root causes with reproduction steps and contributed to the runbook library and internal knowledge base

EDUCATION

San Diego State University · B.S. Management Information Systems, May 2019

TECHNICAL SKILLS

Identity & Directory: Active Directory, Entra ID (Azure AD), Group Policy, SSO, IAM, MFA, role-based access control

Operating Systems: Windows Server, Linux production servers, macOS — enterprise administration

Endpoint & Cloud: Microsoft Intune, VMware Workspace ONE; Microsoft 365 in hybrid on-premises configuration

Automation: PowerShell (advanced), Python, Bash — provisioning, patch reporting, compliance, health monitoring

Networking & Operations: TCP/IP, DNS, DHCP, VPN, firewall policy; patch management, backup and DR, incident response

Certifications: CompTIA Network+, A+ | In Progress: Security+ | U.S. Citizen, Secret clearance eligible