

# Jimmy Blain

<https://jimmyblain.com> | glajummyblain@gmail.com | linkedin.com/in/glajummyb

IT Director with 10+ years across internal IT and MSP engineering, running Internal IT as a platform engineering function for 300 staff on four continents, owning the multi-year strategy, a \$6.4M budget, and 40+ vendors. Deep technical fluency across cloud, identity, and AI automation; drove AI enablement from governance policy to 89% adoption.

## Experience

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**The Rockefeller Foundation**, New York, NY

*Director, IT Operations & Services Management* | Nov 2024 to Present

- Set the multi-year IT strategy and roadmap, build-versus-buy principles, and \$6.4M budget for 300 staff, cutting annual spend 11% through vendor contract negotiations and license optimization.
- Lead and develop a blended team of roughly 12 engineers and managers across IT support, enterprise infrastructure, and network engineering, setting goals, performance expectations, and career growth paths.
- Serve as escalation point and executive sponsor for major incidents, infrastructure migrations, and high-stakes IT initiatives.
- Architected the executive team's "chief of staff" AI agent and led a small engineering team to ship it on the Claude Agent SDK in two weeks versus a six-month RFP estimate, with no added headcount.
- Drove 89% utilization of assigned Claude Enterprise licenses through a zero-to-power-user AI enablement program designed with HR to improve the employee experience.
- Co-led enterprise modernization of grantmaking to Salesforce and the ERP to Oracle NetSuite with Finance stakeholders, redesigning end-to-end processes to cut grant cycle time and make reporting audit-ready.
- Direct identity and access management (IAM) for 40 SaaS applications and 300 staff on Okta and Microsoft Entra ID, standardizing SSO and SCIM into automated joiner-mover-leaver access workflows.
- Own disaster recovery for the organization's Azure estate in partnership with Information Security, meeting defined RTO and RPO targets through Azure Backup, Azure Site Recovery, and regular failover tests.

*IT Services Manager* | Oct 2020 to Oct 2024

- Managed and coached a global team of support engineers resolving 1,000+ service incidents a month at 85% first-time resolution.
- Lifted incident reporting and resolution 20% by building a custom case-management platform on Salesforce that unified separate ticket queues into one internal tool.
- Cut annual cloud spend 21% across Azure and AWS by right-sizing compute and automating data retention.
- Automated Windows patch management for 300 users in 15 departments with PowerShell and the Microsoft Graph API, assigning each user's device to the right Intune update ring.
- Stood up ITIL change and problem management in Jira Service Management, defining core metrics for automation coverage, ticket resolution, infrastructure performance, and employee satisfaction.

**Venturcom**, New York, NY

*Systems Engineer* | Nov 2016 to Oct 2020

- Turned per-client identity work across dozens of MSP clients into repeatable SSO, RBAC, and least-privilege access models, tightening governance for privileged operations.
- Administered Microsoft 365 and Google Workspace tenants for dozens of client organizations, scripting routine administration in PowerShell to cut recurring operational toil.

## Technical Skills

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- **IT Strategy & Vendor Management:** IT strategy, budget ownership, vendor relationships and contract negotiation, ITSM (ITIL, Jira Service Management), compliance (NIST CSF)
- **Identity & Endpoint Management:** Okta, Microsoft Entra ID, SSO, SAML, SCIM, Microsoft Intune (Windows, macOS, mobile), Microsoft Defender, Zero Trust, Zscaler ZTNA
- **Cloud, SaaS Platforms & Enterprise Integrations:** Azure (App Service, Functions, Key Vault, Monitor), Bicep (IaC), AWS, productivity tooling (Microsoft 365, Google Workspace), Salesforce, Oracle NetSuite, Boomi

## Education and Certifications

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- **Education:** B.Sc., Information Systems, Brooklyn College, CUNY (2016)
- **Certifications:** CISSP, Microsoft Azure Administrator (AZ-104), ITIL 4