

JOSE MALDONADO

Technical Operations & IT Service Management Leader · Zscaler · CMDB · Monitoring · Automation

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PROFESSIONAL SUMMARY

Enterprise IT operations and service-management professional with 25+ years supporting regulated, large-scale environments — infrastructure operations, monitoring, Zscaler security-policy administration, CMDB / asset data, identity and access, service-desk operations, vendor coordination, and process improvement. Promoted from Service Desk Technician to Intermediate Systems Administrator at Fitch Ratings, pairing technical credibility with team leadership, documentation discipline, and AI-enabled automation.

CORE SKILLS

Technical Operations Leadership · IT Service Management (Incident, Problem, Change) · Service Delivery · CMDB / IT Asset Management · Monitoring & Observability · Zscaler Security Policy Administration · Active Directory / Entra ID · Vendor & Tool Governance · SOP Development · Alert Triage · Workflow Optimization · Executive Support · Team Mentoring · AI-Enabled Process Improvement

TECHNOLOGY STACK

Security & Access: Zscaler ZIA/ZPA · Active Directory · Entra ID · SailPoint IdentityNow | **Monitoring:** Datadog · SolarWinds Orion · PagerDuty | **ITSM / CMDB:** Device42 · Jira · Confluence
Infrastructure & Cloud: VMware ESXi/vCenter · AWS (Route 53, WorkSpaces, EKS) · Cisco UCS · Windows Server · CentOS Linux · Commvault · Rubrik | **Automation:** PowerShell · Python · ChatGPT / Microsoft Copilot | **Applied Tech:** SolidWorks · Blender · Bambu Lab X1C

PROFESSIONAL EXPERIENCE

Fitch Ratings — Intermediate Systems Administrator

New York, NY · Jan 2018 – Present

- Promoted from Service Desk Technician; work hands-on with Datadog for infrastructure alert response — investigating alert conditions and coordinating preventive action across infrastructure, engineering, and service teams.
- Formerly sole administrator of a global SolarWinds Orion deployment — 50,000+ monitored elements, 2,800+ nodes, 35,000+ interfaces across 40+ sites — with tiered PagerDuty alerting that cut false alerts 10%+ (environment since migrated to Datadog with a dedicated admin).
- Administer Zscaler (ZIA/ZPA) security-policy workflows: URL filtering, application control, access rules, AD group access, and Microsoft 365 tenant validation, with supporting SOPs.
- Own Device42 CMDB accuracy — discovery, reconciliation, verification, and synchronization of devices, users, applications, and business-app records — improving data quality and SLA alignment.
- Support Commvault / Rubrik restores, F5 & Route 53 DNS, VMware/vCenter, Cisco UCS monitoring, Windows/Linux troubleshooting, and AWS/EKS visibility.
- Author SOPs, troubleshooting guides, and operational documentation that reduce repeat escalations and support offshore / L1 / L2 teams.
- Apply AI-assisted tools and PowerShell / Python for practical automation and documentation improvement.

Fitch Ratings — Service Desk Technician

New York, NY · Jan 2013 – Jan 2018

- Delivered Tier 1 / Tier 2 service-desk support, asset deployment, and user support across phone, email, and in-person channels.

- Served as Service Desk liaison with Engineering during the Citrix VDI → AWS WorkSpaces migration, supporting user readiness and technical handoffs.
- Helped build Windows 10 migration workflows and policies for third-party consultants, supporting enterprise desktop standardization.

Health Plus — Senior Desktop Support Technician / Team Lead

New York, NY · Oct 2005 – May 2012

- Provided senior desktop, Citrix, and executive support for a 900+ user healthcare environment as an informal team lead and mentor.
- Contributed to Windows 7 migration planning, application-compatibility troubleshooting, and MDT / USMT evaluation.
- Standardized desktop imaging with Enterprise Ghost and slipstreamed media to reduce install and update time; created instructional guides that improved L1 effectiveness.

Damon House / Les Migrateurs — IT Consultant

NY Metro · Oct 2001 – Oct 2005

- Designed and supported small-business IT end to end: Windows Server 2003 domains, Active Directory, file/print, VPN replication, backups, routers, and wireless — from CAT5 wiring and procurement through configuration and ongoing support.

Eureka Broadband / Think Tank — Senior Technologies Manager

New York, NY · 1999 – 2001

- Promoted to lead technology operations for a high-tech meeting-space business; led a 4-person team across IT planning, budgeting, and daily operations.
- Managed desktops, T1/T3/ISDN networks, a Lucent Merlin Magix phone system, 30+ POTS lines, and video conferencing; built automated booking/billing workflows that improved productivity and profitability.
- Partnered with enterprise client IT teams including Microsoft, Morgan Stanley, Bloomberg, and FTSE.

APPLIED TECHNOLOGY & PROTOTYPING

- Apply CAD, 3D printing, reverse engineering, and AI-assisted modeling to plan, prototype, and validate custom mechanical and automotive components.
- Use SolidWorks, 3D scanning, Blender, and additive manufacturing (Bambu Lab X1C) to turn measurements and reference parts into functional prototypes and finished parts.
- Run a structured, manufacturer-inspired design process for a custom vehicle-technology project — AI-assisted research, requirements gathering, driver-experience planning, instrumentation design, embedded-hardware concepts, and prototype fabrication.

EDUCATION

Associate in Applied Science — Aircraft Avionics Engineering · Vaughn College of Aeronautics · 1999