

Jacky Chen

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PROFESSIONAL EXPERIENCE

Macktez

New York, NY

IT Support Technician

October 2022 - Present

- Managed IAM lifecycle operations (provisioning/deprovisioning) for 1,500+ users across Active Directory, JumpCloud, M365, and Google Workspace, enforcing RBAC and Least Privilege principles to reduce unauthorized access risks.
- Orchestrated MFA enforcement and SSO deployment across 30+ client environments, implementing Zero Trust access controls and hardening identity security posture.
- Automated deployment and OS patching for 1,400+ Windows and macOS endpoints using NinjaRMM and Addigy MDM, maintaining system compliance and minimizing operational downtime.
- Resolved 2,000+ Tier 1–3 tickets via Freshservice within strict SLA deadlines and authored 20+ knowledge base articles to streamline escalation workflows.
- Designed and deployed network infrastructure upgrades (switches, firewalls, and access points) across 10+ client locations.
- Created custom PowerShell and Bash scripts to automate routine endpoint management, software deployments, and system configurations, significantly reducing manual overhead.

EDUCATION & CERTIFICATIONS

Baruch College, Zicklin School of Business

New York, NY

M.S. in Computer Information Systems (Cybersecurity)

Expected May 2027

B.B.A. in Computer Information Systems (Data Analytics)

May 2022

CompTIA Security+ (SY0-701)

Earned February 2026

TECHNICAL SKILLS

Identity & Cloud: Active Directory, Microsoft Entra ID, Okta, JumpCloud, Microsoft 365, Google Workspace, AWS, MFA, SSO, RBAC

Security & Endpoint: Huntress, Malwarebytes, 1Password, MDM, Windows 11, macOS, iOS, Android

Networking: Cisco, SonicWall, Ubiquiti, Peplink, Juniper, VLANs, VPN, DNS, DHCP, TCP/IP, Firewall Rule Management

Backup & Recovery: Datto, Backblaze, CloudAlly

RMM & Ticketing: NinjaRMM, Addigy, Freshservice

Scripting: Bash, PowerShell, Python

Languages: Cantonese (fluent)