DAVID LE
SENIOR IT MANAGER – INFRASTRUCTURE, OPERATIONS & DIGITAL WORKPLACE

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SUMMARY

Transformation-minded IT leader with 9+ years of experience modernizing enterprise infrastructure, automating core IT operations, and building secure digital-workplace ecosystems. Proven ability to align technology with business growth, strengthen cyber-resilience, and scale support capabilities across hybrid environments. Recognized for unifying systems and processes post-merger, delivering 99.99% uptime, and cutting IT vendor costs 35% while automating high-impact service workflows across onboarding, asset, and audit functions.

PROFESSIONAL SKILLS

Infrastructure Modernization | Cloud & Identity Governance (Azure AD / Entra ID) | Endpoint Security (Intune, Zero Trust) | Digital Workplace Enablement | Automation & Process Design | Vendor & Budget Optimization | Business Continuity & Disaster Recovery | Cross-Functional Leadership | Service Delivery & SLA Governance | Change & Program Management

WORK EXPERIENCE

Senior IT Manager – Infrastructure, Operations & Digital Workplace   02/2025 – Present
EKN Engineering / EKN Development Group / Over.Vu | Irvine, CA

Engineering and SaaS enterprise delivering B2B data, digital-twin, and compliance solutions for the utility, infrastructure, and commercial development sectors. EKN partners with enterprise and government clients including leading utilities (PG&E, SCE, Charter), federal agencies (FAA), and Fortune 500 firms (Marriott, among others) to modernize project delivery, asset intelligence, and regulatory compliance through integrated technology platforms.

- Lead enterprise IT transformation initiatives spanning infrastructure modernization, cloud governance, and digital workplace optimization across 200+ users.
- Drive uptime reliability (99.99 %) through hybrid-redundant design, automation, and continuous performance monitoring.
- Oversee IT budget and vendor portfolio, delivering a 35 % reduction in annual spend through SaaS consolidation and FinOps practices.
- Partner with executives to align IT operations with business growth, M&A integration, and security-first principles.
- Build and mentor a high-performing IT operations team focused on automation, analytics, and service excellence.
- Expand governance maturity, integrating SOC 2 and ISO 27001 controls into operational processes.

Key Achievements:

- Achieved enterprise uptime 99.99% and standardized proactive monitoring dashboards.
- Automated five major workflows (on/offboarding, software, hardware, ticketing, GRC audit) reducing manual workload 45 %.
- Led technology-merger integration of collaboration tools, identity systems, and data governance.
- Strengthened digital workplace experience and hybrid support model across distributed teams.

IT Manager – Infrastructure, Operations & Digital Workplace   02/2022 – 02/2025
EKN Engineering / EKN Development Group / Over.Vu | Irvine, CA

Engineering and SaaS enterprise delivering B2B data, digital-twin, and compliance solutions for the utility, infrastructure, and commercial development sectors. EKN partners with enterprise and government clients including leading utilities (PG&E, SCE, Charter), federal agencies (FAA), and Fortune 500 firms (Marriott, among others) to modernize project delivery, asset intelligence, and regulatory compliance through integrated technology platforms.

- Directed daily operations and infrastructure projects across engineering, SaaS, and construction business units.
- Managed hybrid Azure / M365 environment including Intune, Defender for Endpoint, and Entra ID Conditional Access.

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- Designed and implemented automation using Power Automate and PowerShell for request workflows and asset tracking.
- Partnered with Finance and Procurement to establish cost-optimization and vendor-management framework.
- Delivered new office infrastructure and network architecture under budget while maintaining zero downtime.

Key Achievements:

- Zero-Trust & Endpoint Security Initiative (2022–Present) – Implemented MFA, Conditional Access, and device compliance automation; reduced unauthorized access 60%.
- Cloud & Identity Modernization (2023) – Executed Microsoft 365 tenant consolidation with 99.8% uptime, 18% license-cost savings.
- FinOps & SaaS Cost Optimization Program (2023–2025) – Centralized cost dashboards and license forecasting, saving 20% annually.
- Infrastructure & Office Relocation (2022–2023) – Delivered turnkey HQ build (MDF/IDF, cabling, access control) 30% under budget with zero downtime.

IT Infrastructure & Operations Lead   05/2021 – 02/2022
Logic Technology Consulting Group | Torrance, CA

Full-stack IT services and cybersecurity consultancy delivering managed services, cloud operations, and compliance programs for enterprise B2B clients across healthcare, financial services, and technology sectors.

- Oversaw multi-tenant IT operations and service delivery for 20+ client organizations across healthcare, financial, legal, and 501 (C) industries.
- Led Security Awareness & Human Risk Reduction Initiative, reducing phishing click rates 40% and increasing policy acknowledgment by 95%.
- Created standardized ITSM workflows and RCA playbooks, cutting mean-time-to-resolution 25%.
- Delivered post-incident reviews and IT continuity assessments to strengthen client reliability and compliance posture.

IT Systems Administrator   02/2019 – 04/2021
TeamLogic IT | Memphis, TN

National managed IT services provider delivering cloud, cybersecurity, and business continuity solutions for small to mid-market organizations across the United States.

- Administered infrastructure and endpoints across 1,000+ user environments.
- Conducted RCA on recurring incidents, deploying preventive scripts to reduce downtime and streamline support operations.
- Supported client migrations to M365 and Azure platforms while ensuring SLA adherence and user adoption.

IT Support Engineer I – III   02/2016 – 01/2019
TeamLogic IT | Memphis, TN

National managed IT services provider delivering cloud, cybersecurity, and business continuity solutions for small to mid-market organizations across the United States.

- Delivered Tier 1–3 support for hardware, OS, and network environments, maintaining greater than 95% first-call resolution rate.
- Assisted in ticket categorization redesign that improved prioritization and response efficiency.
- Collaborated with senior engineers on infrastructure refreshes, helping transition legacy systems to cloud-managed environments.

EDUCATION

Associates Degree in Computer Network Systems   2014 – 2016
ITT Technical Institute | Memphis, TN

PROFESSIONAL DEVELOPMENT

PMP – Exam Schedule for November 2025
Project Management Institute

PROFESSIONAL DEVELOPMENT CONTINUED

ITIL 4   10/2025
Axelos

Professional Scrum Master   10/2025
Scrum.org

CompTIA Network+   12/2018
CompTIA

CompTIA A+   12/2016
CompTIA