



# Sandra Thompson

IT Specialist

IT manager with 12 years across help desk leadership, endpoint engineering, and infrastructure. Currently leads a team of 9 supporting 1,400 employees across 4 offices, with ownership of the annual IT budget, vendor contracts, and the endpoint security roadmap.

## CONTACT INFORMATION

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## KEY SKILLS

- IT team leadership and staff development
- IT budget planning and vendor management
- Microsoft 365 E5 administration (Intune, Defender, Purview)
- Endpoint engineering across Windows and macOS (Microsoft endpoint tooling, Jamf)
- Active Directory, Azure identity, and identity governance
- SharePoint Online and Teams migration and administration
- Incident response and ransomware containment
- Network fundamentals (VLANs, remote access, firewall policy review)
- Disaster recovery and business continuity testing
- SLA reporting and ticketing systems (ServiceNow, Jira)
- Contract negotiation and software licensing
- Executive stakeholder communication and quarterly business reviews

## PROFESSIONAL EXPERIENCE

2020 - Present

**IT Manager | Ashford Willowbrook Publishing, Portland, OR**

- Lead a team of 9 (5 help desk, 3 sysadmins, 1 network engineer) supporting 1,400 employees across Portland, Seattle, Austin, and a small London office.
- Own the \$2.4M annual IT operating budget; renegotiated the Microsoft 365 E5 renewal and saved roughly \$180K over three years.
- Sponsored the migration from on-prem file servers to SharePoint Online, retiring 42 terabytes of legacy storage and cutting backup spend by about a quarter.
- Chair the quarterly business review with the CFO and department heads; report on ticket SLAs, security incidents, and project spend.
- Rebuilt the on-call rotation and paid stipend structure after two engineers resigned in one quarter; retention has held for 8 quarters since.

2017 - 2020

**Senior IT Specialist | Marisol Biotech Instruments, Beaverton, OR**

- Led endpoint engineering for 850 users on a mixed Windows and macOS fleet.
- Designed the Jamf and Windows endpoint co-management approach that became the standard across three subsidiaries.
- Managed the response to a ransomware attempt on a lab workstation, isolated the endpoint within 20 minutes, and confirmed no lateral spread.
- Ran the annual laptop refresh cycle covering 280 machines per year against a fixed capital budget.
- Coached 4 junior technicians into specialist roles over three years.

2014 - 2017

**IT Specialist | Coburn and Whitely Law Group, Portland, OR**

- Administered Active Directory, Exchange, and the firm's document management system for 320 attorneys and staff.
- Built the mobile device management policy for iPhones and iPads holding client-privileged email.
- Ran quarterly disaster recovery tests of the failover site in Hillsboro.
- Handled after-hours support for partners during trial prep.

2012 - 2014

**Help Desk Lead | Thornbury Regional Hospital, Vancouver, WA**

- Supervised a rotating shift of 6 help desk technicians covering the hospital 24/7.
- Owned scheduling, escalation criteria, and monthly performance reviews.

- Cut average ticket resolution time from 4.2 hours to under 2 hours over 14 months by rewriting triage rules.
- Coordinated IT support for two EHR go-live weekends.

## EDUCATION

B.S. in Information Systems, Portland State University, 2012

Service management practitioner training, 2021

CompTIA Security+, renewed 2022

Microsoft 365 Certified: Endpoint Administrator Associate, 2020