

Anourack Devin Xiong

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SUMMARY

IT professional with 5+ years supporting and administering hybrid macOS and Windows environments across identity, device management, SaaS, networking, and security compliance. Focused on automating repetitive work with scripting and AI tools.

CORE SKILLS

Identity & Access Okta, Okta Workflows, JumpCloud, SCIM, SAML, OIDC, SSO, MFA, IAM.	Jamf Pro, macOS, Windows, AWS (S3, IAM, Route 53), DNS, Firewalls. SaaS, Automation & AI Google Workspace	(GAM/CLI), M365, Slack, Atlassian, VS Code, Claude/Rovo AI enablement. Security SOC2 & ISO27001 Compliance, CompTIA	Security+ (SY0-701), CatoVPN. Tooling SQL, Claude, Rovo, AI-assisted workflow automation.
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WORK EXPERIENCE

RxSense, Boston, MA

Senior Information Technology Support Analyst

Jul 2026 – Present

- Serve as primary IT escalation point for executives and staff, owning the support queue and resolving complex, multi-system issues across macOS, Windows, and cloud environments.
- Administer identity and access across Okta, Entra ID, Active Directory, Google Workspace, and Windows 365, including account lifecycle, MFA, group management, and SSO troubleshooting
- Build and maintain PowerShell and Python automation for IT administration, version-controlled in GitHub, using Claude and Copilot to accelerate scripting and documentation
- Support AWS, Azure, and GCP administration, office networking, A/V, and Brivo physical access within a SOC 2, HIPAA, HITRUST, and ISO 27001 regulated environment.

Brightcove, Boston MA

Information Technology Specialist

Nov 2022 - Mar 2025

- Managed IT infrastructure for a 300-person hybrid macOS/Windows company spanning identity, endpoint, SaaS, networking, A/V, and security controls.
- Administered lifecycle operations across Okta and JumpCloud, building Okta Workflows to cut manual provisioning overhead.
- Led SOC 2 Type I/II and ISO 27001 programs, including control scoping, evidence collection, access reviews, and audit coordination`.
- Built Jamf Pro MDM from scratch, managing configuration profiles, endpoint security, and patch management.
- Managed vendor relationships across hardware, ISPs, and SaaS including contract negotiation, pricing benchmarking, and renewal cycles
- Owned SaaS administration across Google Workspace, Slack, Atlassian, and Zoom, including licensing and access governance
- Reduced Tier 1 ticket volume by 35% by deploying Atlassian Rovo and Okta Workflows, backed by a self-built GitHub repository of webhook and Slack automation.
- Served as primary IT escalation point for the C-suite; managed hardware, ISP, and SaaS vendor contracts and renewals.

Electric Supply Center, Burlington MA

IT Support Specialist

Jan 2022 - Nov2022

- Managed IT operations across Microsoft 365, Windows and macOS endpoints, on-premise servers, and network infrastructure including switches, firewalls, and wireless access points
- Managed user accounts, permissions, and group policies in Active Directory; handled provisioning and deprovisioning across the organization
- Created and maintained technical documentation and infrastructure specs to support IT deployments and knowledge transfer across the team

Amazon

Technical Customer Support Associate

Aug 2021 – Dec 2021

- Managed end-to-end technical support for Blink smart home and security camera product lines via phone and email, owning cases from initial contact through resolution
- Tracked recurring failure patterns across the support queue and surfaced product trends to team leads to inform engineering and product decisions

EDUCATION

University of Massachusetts Lowell - Bachelor of Science – Business Administration

Concentration: Management Information Systems

CERTIFICATIONS

CompTIA Security + (SY0-701)

- Security operations, incident response, IAM, network security, risk management
- Workato Automation Pro I