

Brandyn Mauro

Mercer County, NJ | contact@brandynmauro.com

Cisco and Microsoft certified IT professional with 8+ years of enterprise experience across infrastructure, security, and systems administration. Skilled in IT automation, SSO/authentication configuration, and vendor coordination, with a track record of leading cross-functional projects and supervising technical teams.

EXPERIENCE

IT Operations Supervisor – Parx Casino *March 2025 – Present*

- Promoted from Systems Administrator to supervise the IT operations team, retaining direct ownership of systems reliability across a 24/7 environment.
- Serve as the point of contact for cross-functional IT projects, translating priorities from senior leadership into delegated tasks and coordinating the right people across teams to meet deadlines.
- Lead onboarding of new systems and technologies, managing implementation from evaluation through rollout.
- Configure and support SAML-based single sign-on (SSO) integrations for enterprise applications.
- Manage the relationship with an outside managed service provider (MSP) responsible for helpdesk and support functions, serving as the escalation point for issues the provider cannot resolve.
- Lead security and compliance initiatives in a regulated industry, partnering with stakeholders to prepare for audits and strengthen internal controls.
- Continue to drive IT automation efforts using Ansible, PowerShell, and Git-based configuration management to reduce manual work and scale core services.

Systems Administrator – Parx Casino *March 2022 – March 2025*

- Developed and maintained a mixed Windows, Linux, and Docker virtual environment for 24/7 operations.
- Implemented a DevOps approach to automate system configuration and upgrades through code, utilizing Git to manage Ansible, PowerShell, and other scripting languages, streamlining changes and enhancing user onboarding and provisioning.
- Led on-prem to cloud migrations for core services including email security and remote access appliances while redefining procedures to reduce administrative overhead.
- Created and implemented plans for system and application upgrades, performed risk assessments, and adhered to ITIL best practices for change management.
- Upgraded and maintained a secure internal PKI environment, setting policies and permissions from the root certificate authority to individual certificate templates; secured services with internally signed certificates for websites, LDAP, and mobile devices using NDES/SCDP.
- Authored and maintained comprehensive documentation for systems, processes, and best practices.

Infrastructure Engineer – Capital Health / Decco *July 2020 – March 2022*

Consultant for Capital Health's IT department through Decco Industries

- Managed technical projects through design, testing, and deployment of enterprise clinical and financial systems.
- Led the implementation of a tracking system spanning 5 departmental groups to centralize and streamline issue resolution and technical project progress.
- Saved operation and maintenance costs by converting physical servers to virtual using VMware.
- Delivered over \$500,000 in annual financial value by planning and implementing an SSO solution that decreased clinical staff login times.
- Served as technical liaison between department head staff and software vendors to coordinate and build business-critical infrastructure.

Support Specialist – Capital Health / Decco *May 2017 – June 2020*

Consultant for Capital Health's IT department through Decco Industries

- Managed the migration of 1,200+ end-user devices from Windows 7 to Windows 10, leading a team of 10+ employees.
- Coordinated the technical acquisition of multiple private practices, leading projects from IT equipment purchasing through physical hardware deployment.

- Led the migration of the organization's antivirus solution from McAfee to VMware Carbon Black, responsible for testing and deployment across 3,000+ end-user devices and servers.
- Assisted the help desk providing desktop and mobile support, diagnosing, troubleshooting, and resolving client hardware, installation, and upgrade issues.

Residential Networking Consultant – Rutgers University *August 2018 – February 2019*

- Provided on-site support for 30,000+ on-campus students, staff, and patrons with personal devices in computer labs.
- Performed network troubleshooting for PCs, Macs, and mobile devices.
- Conducted virus troubleshooting and remediation.
- Handled desktop builds and maintenance for the university.

EDUCATION

Rutgers University, New Brunswick – B.S., Information Technology and Informatics

September 2016 – May 2020

- Dean's List IT graduate trained in the management, evaluation, and implementation of information technologies for corporations and businesses.

ADDITIONAL INFORMATION

Certifications: Cisco CCNA, TestOut Switching Professional, Microsoft Azure AZ900

Programming/Scripting: PowerShell, Ansible, Git

Identity, Access & Directory: SAML SSO configuration, Active Directory, PKI

Cloud: Microsoft Azure