

# Royce Whitaker

Oakland, CA

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## SUMMARY

Dedicated IT professional with 8 years of experience in automation, server management, and enterprise-wide IT support. Proven expertise in troubleshooting complex technical issues, managing cloud-based productivity tools, and administering both Windows and Mac OS environments. Skilled in scripting with PowerShell, Python, and Bash, and well-versed in ITSM tools like Zendesk and Connectwise. As a collaborative team player, I am eager to solve complex problems and drive innovation.

## **Sutro Biopharma, San Carlos, CA (NASDAQ: STRO) | March 2022 — Present**

Biotech Company focused on clinical-stage drug discovery, development and manufacturing.

### **Desktop Support Specialist**

- Troubleshoot and resolved service requests remotely and in-person, ensuring timely ticket resolution.
- Administer Entra ID & Google Cloud Identity
- Perform the creation & ongoing maintenance of SharePoint sites
- Managed and maintained SharePoint sites, including security via Azure AD/On-prem AD controls
- Developed automation scripts for user computer provisioning and integrated apps into MDM platforms (VMWare Workspace One/Intune) for seamless deployments.
- Support the PC Refresh Program, including data and settings migration, and provided comprehensive customer service across the company
- Create IT documentation for IT staff and user guides to reduce repetitive tickets
- Provide direct customer service to a cross-section of users
- Investigate a wide variety of issues and recommend solutions
- Support various platforms and services (iPhone, Microsoft 365, Windows/Mac OS, Active Directory, Exchange, antivirus).
- Assisted with Windows patch management, security updates, and support for QC labs, MFG suites, and GMP environments.

## **Harbor Electronics, Santa Clara, CA | August 2021 — March 2022**

PCB Fabrication for leading semiconductor companies like Intel and Fastprint.

### **Assistant System Administrator**

- Troubleshoot Microsoft Office 365 and Active Directory
- Maintain company infrastructure: domain, thin clients, and servers. Including routers & switches
- Manage Microsoft Active Directory & network folders
- Troubleshoot business-critical machines and devices running everything from Win. XP to CentOS
- Support in-production Printers, Microscopes, Cameras, Drill Machines, Lamination Machines, Engineering Machines, and thin clients.
- Perform remote support with ConnectWise Control, VNC, & TeamViewer

## **Associated Students, SJSU, San Jose, CA | September 2017 — March 2022**

Non-profit organization at San José State University that provides essential and distinct services.

### **Senior IT Support Specialist**

- Provide IT support to 200+ employees & students
- Conduct maintenance and repairs on a wide array of computers in an enterprise environment
- Maintain Microsoft Active Directory & network folders
- Secure critical local web services used to manage work orders and company assets

## EDUCATION

**B.S., Engineering Technology** | San Jose State University | **Spring 2022**

Major: Computer Network Systems Management

Minor: Business Management

## CERTIFICATIONS

Google **Professional Cloud Architect** | **June 2024**

Intermediate certificate demonstrating the ability to design cloud architecture based on business requirements such as reliability, performance, security, and compliance.

CompTIA **Network+** | **February 2024**

Intermediate certification demonstrating skills of troubleshooting, configuring, and managing enterprise networks. Emphasis on routing protocols, DNS, DHCP, IPv4 & IPv6, etc.

CompTIA **A+** | **April 2019**

Beginner certification demonstrating the ability to apply critical thinking to troubleshoot and resolve a wide array of technical issues.

## PROJECTS

**Network Share to SharePoint Migration** | Sutro Biopharma | **February 2023 – April 2024**

Goal: Move department file shares onto SharePoint to improve collaboration, security, and accessibility of documents

Strategy: Scan department folders for optimal files (Office documents & PDFs). Work with departments directly to decide what can be archived, what needs to stay on the network share, and which files would be best served from SharePoint

Technical: Architect security groups and settings to allow for collaboration where possible while also observing the principle of least privilege and confidentiality

## SKILLS

### Ticketing

Connectwise, Zendesk, iSupport

### Cloud

Azure, Office 365, Linux Server/Desktop

### Programming

Python, JavaScript, PowerShell

### Tools

Active Directory, VMWare, ESXi vCenter

### Device Management (MDM)

Intune, VMware Workspace One, Zoom MDM

### Microsoft

SharePoint Online, Active Directory, Azure Windows Server