

Royce Whitaker

Oakland, CA

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SUMMARY

- 8 years of experience specializing in automation and enterprise IT support
- Expert in complex technical troubleshooting and cloud-based resource management
- Comfortable writing scripts and automations using PowerShell, Python and Power Automate
- Collaborative problem-solver focused on driving technical innovation
- Proficient in Windows, macOS, and iOS administration

EDUCATION

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

Focus: Computer Network Systems Management

Minor: Business Management

EXPERIENCE

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

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

IT Engineering

- Communicate with internal stakeholders to understand, support, and see projects to completion
- Administer Entra ID, Active Directory, Office 365 & Google Workspace
- Build and maintain Google Cloud Infrastructure, security, and access management
- Primary SharePoint administrator: Configure user access controls, establish alerting systems, and facilitate secure collaboration across teams
- Develop scripts for automated computer provisioning
- Streamline business workflows with Power Automate
- Automate SOX reports to identify non-compliance & provide reproducible results
- Optimize employee onboarding and offboarding with approval workflows and standardization
- Utilize Microsoft Graph API to build custom tools for reporting and alerting

IT Services

- Troubleshoot and resolved service requests remotely and in-person, ensuring timely ticket resolution
- Provide technical support to end users, resolve hardware/software issues, & manage user accounts
- Support the PC Refresh Program, including data and settings migration
- Create IT documentation and user guides to reduce repetitive tickets
- Support various platforms and services (iPhone, Microsoft 365, Windows/macOS, Exchange)
- Assist with Windows patch management, security updates, and support for QC labs, and GMP area

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 and troubleshoot Microsoft Active Directory & network folders
- Secure critical local web services used to manage work orders and company assets

CERTIFICATIONS

Google **Professional Data Engineer** | **November 2024**

Intermediate certificate demonstrating the ability to make data usable and valuable for others by collecting, transforming, and publishing data. Focus on developing secure data processing workloads.

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.

KEY SKILLS

Cloud

Google Cloud, Azure, Office 365, Linux & Windows Server VMs

Automation

Python, PowerShell, Bash, APIs, Microsoft Power Automate

Tools

Active Directory, VMWare, ESXi vCenter

Device Management (MDM)

Microsoft Intune, VMware Workspace One, Zoom MDM

Microsoft

SharePoint Online, Active Directory, Windows Server