

Emilio Arango

Irvine, CA | (714) 916-4548 | emilioearango@gmail.com | [LinkedIn Profile](#) | [Website](#)

Professional Summary

Systems Administrator with 10+ years of progressive IT experience delivering high-volume technical support, endpoint management, and systems administration in fast-paced, mission-critical environments. Expertise spans hardware/software troubleshooting, device imaging, deployment, configuration, and recovery across hybrid Mac and Windows fleets. Proven success implementing MDM solutions (Jamf, Sophos, Intune), Jira Service Management, and AI-driven helpdesk automation while consistently achieving 98%+ ticket resolution rates and 99%+ uptime across the organizations supported. Exceptional customer-service focus paired with strong root-cause analysis and meticulous documentation skills.

Technical Skills

- **Endpoint & Hardware Support:** Hardware/Software Troubleshooting & Repair, Device Imaging, Deployment & Configuration, MDM (Jamf, Sophos, Intune), Apple & Windows Systems
- **Ticketing & Service Desk:** Jira Service Management (Ticketing, Queue Management, Administration)
- **Core:** System Administration, IAM, AI Automation, Cloud Optimization
- **Soft:** Problem-Solving, Customer Service, Collaboration, Data Analysis

Professional Experience

Restaurant365 | Irvine, CA

Systems Administrator | March 2025 – Present

- Spearheaded the implementation of a Glean Agent to automate tier 1-2 IT helpdesk support using in-house documentation, knowledge bases, and AI-driven workflows, as part of the organization's broader Glean AI rollout; this major end-of-year 2025 project resolved common issues efficiently and reduced resolution time by 40%.
- Managed and optimized Azure and Entra ID infrastructure for 800+ users, delivering 99.9% high availability for mission-critical restaurant management platforms.
- Secured 20+ SaaS applications by designing and implementing IAM policies and SSO integrations using Azure Entra ID, significantly reducing unauthorized access risks and maintaining full SOC2 compliance.
- Supported cloud-reliability initiatives leveraging AZ-900 expertise to minimize system downtime across the Microsoft Cloud environment.

IT Support Specialist | July 2024 – March 2025

- Resolved tier-2 technical escalations for 800+ users, maintaining a 98% ticket resolution rate within the M365 and Azure ecosystem.
- Accelerated new hire productivity by optimizing device configuration and Entra ID account setup, ensuring 100% "Day 1" readiness.
- Delivered advanced hardware troubleshooting, imaging, configuration, and repairs for hybrid Mac/PC endpoints, ensuring rapid resolution and minimal downtime.
- Maintained 99%+ uptime across critical SaaS tools by proactively troubleshooting hardware and software bottlenecks.

Happy Money | Orange County, CA

IT Support Specialist | December 2021 – April 2024

- Enhanced IAM security by creating and testing complex Okta integrations, supporting a secure environment for 400+ hybrid employees.
- Optimized fleet health using Jamf and Sophos, reducing vulnerability windows through consistent endpoint management and patching.
- Achieved a 95%+ user satisfaction (CSAT) score by delivering rapid, high-touch support for complex Mac/PC hardware and software issues.

Taco Bell (Corporate) | Irvine, CA

Service Desk Analyst LI | November 2018 – August 2020

- Directed nationwide technical support for 7,000+ restaurants, managing high-pressure outages and ensuring operational continuity. Leveraged SQL queries to extract database insights, driving data-informed decisions for field operations and system updates.

Apple | Costa Mesa, CA

Technical Specialist | August 2015 – November 2018

- Delivered Genius Bar hardware and software repairs, diagnostics, and end-user training for the full iOS/Mac ecosystem, consistently exceeding customer satisfaction targets and building brand loyalty through service excellence.

Education & Certifications

California State University, Fullerton

Bachelor of Business Administration (BBA), Concentration in Marketing, Graduated 2018

Certifications:

- AZ-900: Azure Fundamentals
- Google IT Support Professional
- Python Essential Training
- Jira Fundamentals

Languages: English (Native), Spanish (Limited Working Proficiency)