

CALLAN ROGERS-GRAZADO

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SUMMARY

Platform and Infrastructure Engineer with 10 years of experience spanning macOS endpoint management, cloud infrastructure, identity and access management, and cybersecurity, including 8 years at a regulated financial services firm. Built the Mac endpoint management platform from scratch, transforming a fully manual environment into an automated, compliance-driven system on a two-person team. Experienced in implementing cloud solutions (AWS, Microsoft 365), automating system administration workflows, and maintaining compliance under NYDFS regulations. Active AI adopter, currently using Claude, Claude Code, and AI-assisted development tools for scripting, automation, and building personal applications.

EXPERIENCE

BAM Mutual

AVP, Technology

Technology Associate

Technology Analyst

New York, NY

January 2024 – April 2025

January 2021 – December 2023

March 2017 – December 2020

macOS Platform Engineering

- Built the company's Mac endpoint management platform from scratch, growing from manual processes to a fully automated, compliance-driven system managing ~110 macOS endpoints via Jamf Pro and Apple Business Manager.
- Designed zero-touch deployment workflow integrating Jamf Connect with cloud IdP (OneLogin), reducing new device provisioning from hours of manual setup to automated enrollment.
- Standardized and secured macOS endpoints using Jamf Protect EDR, FileVault encryption, CIS benchmark compliance, custom scripting, and open source tools like Nudge for software update enforcement.
- Implemented and enforced a multi-year hardware lifecycle policy, systematically phasing out aging models and managing device reallocation across the fleet.
- Led macOS training sessions for end users and created detailed technical documentation for both users and administrators.

Automation & AI

- Automated processes using PowerShell, Python, Bash, and Microsoft Power Automate, including a company-wide email domain migration, onboarding/offboarding workflows, and DocuSign form digitization that replaced manual paper processes.
- Adopted AI-assisted scripting tools to prototype and validate automation scripts, accelerating development and reducing debugging time, introducing AI tools to the team.
- Built sustained documentation and training programs, including monthly Tech Bulletins (7+ years continuous), annual cybersecurity training, multiple Lunch & Learn sessions, and a centralized SharePoint IT Support Hub — systematically reducing reactive support volume.

Identity & Access Management

- Administered OneLogin SSO and Duo MFA for the entire organization, managing SAML/SCIM integrations, role-based access controls, and multi-factor authentication policies across all SaaS platforms.
- Hardened Duo access policies with country-based restrictions and verified push. Supported the initial phases of a OneLogin-to-Okta migration initiative.
- Managed the full identity lifecycle — provisioning, access changes, and deprovisioning — for 100+ employees across onboarding, transfers, and offboarding.

Security & Compliance

- Engineered SIEM monitoring in Sumo Logic with custom queries, dashboards, and automated alerting — including high-risk login detection, RDP access notifications via Slack, and security event correlation across multiple AWS accounts.

- Implemented DMARC email authentication for the company domain and managed phishing defense through KnowBe4 and Microsoft ATP.
- Ensured compliance with NYDFS Cybersecurity Regulation (23 NYCRR 500), including multi-factor authentication, encryption, security audits, incident response procedures, and vulnerability assessments.
- Developed comprehensive cybersecurity awareness campaigns including annual training, monthly Tech Bulletins, and targeted phishing simulations.

Systems Administration & Cloud Infrastructure

- Managed multi-region AWS infrastructure including EC2, S3, Route 53, VPC networking, and CloudWatch alarms for critical service monitoring. Managed hybrid Windows/Linux environment with cross-region Active Directory.
- Administered Microsoft 365 end-to-end: user accounts, mailboxes, Exchange Online security settings, and email security controls.
- Deployed and managed 20+ SaaS applications (Slack, Zoom, DocuSign, 1Password, Atlassian) including evaluation, rollout, SSO integration, and user training.
- Managed network infrastructure and ensured secure operations across four office locations, including buildouts for San Francisco, Santa Monica, and Austin. Managed physical security systems (cameras, keycard/face recognition).
- Implemented business continuity plans and enabled seamless remote work during COVID-19 through proactive documentation, remote support infrastructure, and equipment logistics.

IT Operations & Cross-Functional Collaboration

- Served as the primary point of contact for technical support across 100+ employees, managing endpoints, BYOD devices, and A/V equipment.
- Managed IT asset inventory via Snipe-IT and oversaw all hardware procurement, configuration, and distribution.
- Mentored and trained junior IT staff, preparing training plans and providing ongoing technical guidance.
- Partnered with HR, developers, and management to integrate IT processes across departments — including SharePoint migration support, developer hardware compatibility, and DE&I technology initiatives.

Technical Education Research Centers

Desktop Support Specialist

Cambridge, MA

September 2015 – March 2017

- Provided technical support for 105 users across computers, printers, phones, and mobile devices.
- Implemented Jamf Pro to automate and secure end-user device management — first hands-on experience with the platform that became a career specialty.

CERTIFICATIONS

Jamf Certified Admin — Jamf Protect (370)

Jamf Certified Admin — Jamf Pro (300)

Jamf Certified Technician (200)

EDUCATION

Hampshire College (2012), Amherst, MA — Bachelor of Arts

ADDITIONAL

Active member of Mac Admins Slack community and regular JNUC conference attendee. Currently building personal web applications using Claude Code. Familiar with Docker, Git/GitHub, Linux CLI, web development (JavaScript, TypeScript, HTML/CSS), and self-hosted infrastructure (Raspberry Pi, homelab). Comfortable with AI-assisted workflows and actively experimenting with LLM tools for automation, scripting, and development.