

# ZACHARY BUZALSKI

312.877.1261 · buzalski@icloud.com · LinkedIn · zbsystems.net · Los Angeles, CA

## SUMMARY

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Senior IT engineer with 10+ years building and operating enterprise infrastructure: fleet management, cloud, networking, security, and identity. Track record includes leading SOC 2 compliance for 400+ user organizations, managing \$45M+ in technical assets, founding a quarterly AI hackathon program, and architecting JAMF and Okta foundations for multiple growing companies. U.S. Air Force veteran (Combat Controller).

## TECHNICAL SKILLS

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**Identity & MDM:** JAMF (Certified Level 4), Mosyle, Intune, Okta

**Cloud & Infrastructure:** AWS (EC2, EBS), Cisco Meraki, Drata, ArchivesSpace

**Operating Systems:** macOS, Windows, Ubuntu Server

**Languages & Scripting:** Bash, AppleScript, Swift, Go

**Security & Compliance:** SOC 2, ISO 27001, ThreatLocker

**Productivity & Support:** Google Workspace, Zendesk, Salesforce, Elastic

**AI Tools:** Enterprise Claude, ChatGPT, Cursor, n8n agentic workflows, local LLMs

## EXPERIENCE

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### Senior Engineer | Cascade IT

August 2024 – Present

- Architected fleet-wide macOS management via JAMF Pro for 100+ enterprise devices across multiple client organizations; migrated Adobe updates from manual packaging to Remote Update Manager, automating off-hours patching across 80+ Macs.
- Diagnosed and resolved a production 502 outage on AWS-hosted ArchivesSpace in under 2 hours; expanded EBS volume from 16GB to 50GB without downtime and implemented logrotate across four log streams to prevent recurrence.
- Deployed enterprise Cisco Meraki stack (MX75, MS130-24P, dual CW9176I Wi-Fi 7 APs) with multi-VLAN segmentation for restaurant client; managed parallel cutover to eliminate POS downtime during migration.
- Led SOC 2 reviews for enterprise application deployments and established a repeatable ThreatLocker pre-approval workflow that reduced security exception SLAs from ad-hoc delays to 24–48 hours.
- Coordinated multi-vendor relationships across hardware (Dell, HP, Cisco), software (Adobe, JAMF, Okta, ThreatLocker), and cloud (AWS); authored deployment runbooks and onboarding guides for recurring procedures.

### Principal IT Engineer | Visiting Media

February 2022 – August 2024

- Founded and ran a quarterly AI hackathon program that became a cornerstone innovation initiative across the company.
- Led organization-wide AI evaluation, deployment, and training (Claude, ChatGPT, Cursor, n8n workflows); built training curricula that accelerated AI literacy across all departments.
- Managed a high-performance team of senior engineers (6–8 years experience) with 100% retention over three years.
- Designed enterprise IT systems including MDM (Mosyle, Intune), identity (Okta), and internal SOPs ensuring SOC 2 compliance and reliability at scale.

- Oversaw \$45M+ in enterprise assets with monitoring solutions integrated with LMS reporting; led technical project delivery for company mergers with zero downtime.

**IT Engineer (Consulting) | Exodus, IO**

*May 2021 – November 2022*

- Designed JAMF MDM and Okta SSO infrastructure tailored to organizational objectives.
- Led security enhancement initiatives for end-user access management and built training programs (including KnowBe4 integration) that reduced onboarding time by 20%.
- Mentored junior engineers in advanced technical practices, building team capacity.

**Systems Engineer (Contract) | Copado, Inc (formerly New Context)**

*Nov 2019 – Aug 2022*

- Architected the foundational JAMF tenant for a 400+ user enterprise environment.
- Guided SOC 2 and ISO 27001 certification processes to full compliance.
- Led complex technology integration during enterprise merger with zero downtime; provided tier 1–3 technical support under demanding SLA requirements.

**Technician | HubSpot**

*January 2020 – March 2021*

- Managed platform and infrastructure processes; developed audit-ready documentation to meet rigorous standards.
- Consistently exceeded SLA targets; promoted into a technical leadership track based on demonstrated capability.

**Business Expert | Apple, Inc**

*December 2016 – December 2019*

- Managed \$10M+ in high-value technical business accounts; delivered customized infrastructure solutions and strategic technology consulting.
- Advised enterprise clients on Apple ecosystem integration and systems design.
- Led the regional small business team in Chicago; established quarterly strategic objectives and performance metrics.

**Combat Controller (CCT) | U.S. Air Force**

*June 2013 – March 2016*

- Selected for and trained through one of the most demanding special operations pipelines in the U.S. military; CCTs are joint-qualified special operators serving as the ground force's primary air traffic controllers in austere environments.
- Qualified as an air traffic controller, communications technician, and nuclear weapons specialist, operating in environments where errors carried real consequences.
- Built foundations in leadership, sustained performance under pressure, and the discipline to deliver on systems other people's safety depends on. Habits that have carried into every technical role since.

## EDUCATION

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**University of Notre Dame | Joint Program with Bethel College**

*2016 – 2018*

Dual Degree: B.S. Computer Science & B.A. Business Administration

*Completed two years of coursework at Bethel College before transferring into a joint program through the University of Notre Dame, where I finished both degrees.*