

BRADLEY COOKE

SUMMARY

Strategic IT leader with 10+ years in corporate IT and deep experience scaling identity, endpoint, and SaaS platforms for remote and hybrid teams at growth-stage B2B SaaS companies. Expert in designing and executing 12-24 month IT roadmaps spanning SSO/MFA, lifecycle automation, MDM, zero-touch provisioning, and secure-by-default collaboration environments using tools like Okta, Google Workspace/0365, Kandji/Jamf, Intune, and CrowdStrike/Defender. Proven track record building high-performing IT teams, standing up ITIL-aligned ITSM with strong SLAs and self-service, and partnering with Security, Engineering, and People to deliver zero-trust, audit-ready (SOC 2/ISO 27001) controls without sacrificing speed or employee experience.

CORE SKILLS

- IT strategy and roadmap ownership across identity, endpoint, collaboration, network, and IT service delivery for growth-stage B2B SaaS.
- Identity and access management design and administration, including SSO/MFA, lifecycle automation, SCIM/JIT provisioning, and access governance with platforms like Okta and Azure AD.
- Cross-platform endpoint management for macOS and Windows, including zero-touch provisioning, MDM, hardening, patching, and device compliance at scale using tools such as Kandji, Jamf, and Intune.
- SaaS administration and optimization for remote/hybrid workforces, covering Google Workspace/0365, Slack, Atlassian, Zoom, and related collaboration stacks with strong data hygiene and admin guardrails.
- ITSM and ITIL-aligned operations using Jira Service Management or ServiceNow, with measurable SLA improvements, self-service portals, and robust incident/request/change/problem workflows.
- Security and compliance leadership implementing zero-trust controls, least-privilege access, SOC 2/ISO 27001 readiness, and vendor/security reviews.
- Automation and scripting (Terraform, Python, Bash, PowerShell) to streamline provisioning, patching, asset inventory, reporting, and IT workflows.
- Executive communication and team leadership, including hiring, coaching, KPI reporting, and partnering with Security, Engineering, and People teams to align IT outcomes with business goals.

EXPERIENCE

Oxbridge Health, Norwalk, CT – *Manager, IT Operations*

May 2024 – PRESENT

- Ran Okta SSO, Google Workspace, Atlassian, and security tools to make access simple and governed for internal users.
- Built out ITSM in Jira/Confluence; clearer queues, better change visibility, and stronger documentation habits.
- Led SOC2 evidence across apps and identity; mapped configs to controls to keep audits on time.
- Owned vendor relationships and budgets; right-sized licenses and aligned contracts to roadmaps and usage.

Tremont Consulting, Darien, CT – *Consultant*

Nov 2022 – May 2024

- Managed multi-tenant Google/0365/Atlassian and Okta for MFA and app provisioning; cleaner lifecycle and access hygiene.
- Project-managed Jamf/Intune deployments tying device posture to app access; faster onboarding and fewer exceptions.
- Wrote onboarding/offboarding playbooks and user docs that lowered tickets and sped up ramp time.

B.well Health, Remote – *IT Manager*

Aug 2020 – Nov 2022

- Implemented SSO, MDM, password management, antivirus, and DLP with Jamf, Duo, LastPass, Google Workspace, CrowdStrike.
- Ran ITSM in Jira/Confluence; coordinated HITRUST evidence for audit-ready app/identity posture.
- Mentored a junior associate who grew into broader app admin and documentation ownership.

Remedy Partners, Norwalk, CT – *Senior Director, IT Infrastructure*

Jan 2016 – Aug 2020

- Supported 500+ employees and 1,000+ devices; resolved 50,000+ Jira tickets; published 1,000+ Confluence articles.
- Built an Apple-first stack integrated with Jamf, Google, Okta, and CrowdStrike for reliable app access and endpoint security.

EDUCATION

UConn, Storrs, CT – *MBA, Management Consulting*

UConn, Stamford, CT – *BA, Economics*