

# OLEG STRUTSOVSKI

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## SUMMARY

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IT Operations Manager with 12+ years scaling enterprise infrastructure at high-growth tech companies. Most recently at Life360 (NASDAQ: LIF), supporting 900 employees across a fully remote organization through four promotions over six years. Oversaw a 3-person team, \$500K+ in vendor contracts, and 200+ platforms while maintaining 98%+ CSAT for three consecutive years through a 78% increase in headcount and ticket volume. AI-native practitioner: built production tools, MCP servers, and automated workflows using OpenAI, Google Gemini, and Anthropic Claude. Expertise spans IAM (Okta, Lumos, RBAC), MDM at scale (Intune, Jamf Pro, Kandji), GWS & GCP administration, Atlassian suite ownership, multi-cloud infrastructure, and SOX compliance.

## PROFESSIONAL EXPERIENCE

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### Life360

Apr 2020 – Apr 2026

*Family safety technology company • NASDAQ: LIF • ~900 employees • Remote-first*

#### IT Operations Manager / Lead IT Systems Engineer

- Built production AI tools, MCP servers, Slack bots, and automated workflows using OpenAI, Google Gemini, and Anthropic Claude; applied directly to IT operations, helpdesk triage, access management, and Jira automation; deployed AI-assisted routing that reduced manual ticket handling across a 900-person org
- Built and scaled Okta from the ground up: SSO, MFA, lifecycle management, OIG, and 300+ app integrations; implemented RBAC company-wide; led migration to Lumos for improved access governance; directed the company's first HRIS integration connecting ADP to Okta provisioning workflows
- Executed full MDM migration from VMware Workspace ONE to Intune (150 Windows) and Jamf Pro + Kandji (400 macOS) — 550 devices in 6–8 weeks, zero service disruption; operated all platforms at advanced level including LogMeIn Central (RMM), Apple Business Manager (ADE/VPP), and Managed Google Play
- Administered Google Workspace for 900+ users (Admin Console, OUs, Groups, Vault, DLP, security policies); operated GCP IAM, Firebase, and AWS IAM across multi-cloud environments; directed GitHub Enterprise → EMU migration covering 600 users and 2,300 repositories
- Owned the Atlassian Cloud suite (Jira Service Management, Jira Software, Confluence, Atlassian Guard) as primary platform administrator; architected helpdesk from scratch; built automation rules integrating Jira with Okta, Slack, and identity systems; configured Guard for org-wide SSO and SCIM
- Administered Slack Enterprise Grid for 900+ users; engineered AI-powered bots, ITSM integrations, HR system hooks, and identity alert workflows, reducing manual IT touchpoints across a fully remote workforce
- Owned SOX audit responsibilities for IT systems and access controls; designed and enforced RBAC framework reducing over-provisioned access across critical systems; partnered with Security on access reviews, incident response, and change management
- Hired, built, and led a 3-person IT team; maintained 98%+ CSAT for three consecutive years while personally resolving 5,000+ tickets annually through a 78% increase in organizational headcount and ticket volume
- Oversaw 200+ SaaS platforms and \$500K+ in vendor contracts; led evaluations, negotiations, and renewals across the technology portfolio

### Agio

Nov 2018 – Mar 2020

*Nationwide managed services provider serving financial institutions • San Francisco, CA*

#### Sr. Systems Analyst

- Served as primary Bay Area client point of contact; managed full client lifecycle from onboarding through offboarding for financial sector clients requiring FINRA/SEC compliance
- Administered Azure, O365, client servers, and endpoints; developed client-specific process improvements, IT runbooks, and user education programs

### RealtyShares, Inc.

Oct 2017 – Nov 2018

*Technology-enabled real estate investment marketplace • San Francisco, CA*

#### Technology Systems Manager

- Restructured and in-housed the IT department, eliminating dependency on external providers and achieving FINRA/SEC cybersecurity compliance; deployed MDM (Google), RMM (LogMeIn Central), and SSO (Google)
- Managed 100+ users across mixed Mac/Windows/Linux environments; drove \$100K+ in budget savings through platform audit and unification; developed cybersecurity policies and delivered company-wide security training

### EARLY CAREER (2014–2017)

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Progressive IT infrastructure and support roles: IT Support Technician at Aperian Global → IT Systems Administrator at NRG Home Solar (led 3-person team, 300+ employees, North America) → IT Support Specialist at AVG Technologies (Follow-the-Sun global model, SNOW/JAMF/SCCM) → IT Field Engineer at EIS Consulting Group (multi-site Bay Area client support). Scope encompassed endpoint management, AD/GPO, firewalls, VPNs, MDM, server administration, budgeting, and multi-continent user support.

### CORE COMPETENCIES

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**AI & Automation:** OpenAI/ChatGPT, Google Gemini, Anthropic Claude; production tools, MCP servers, Slack bots, API integrations, AI-powered IT workflows

**Identity & Access Mgmt:** Okta (SSO, MFA, Lifecycle, OIG), Lumos, RBAC, SCIM, ADP HRIS, AWS IAM, Atlassian Guard

**Device Management:** Microsoft Intune, Jamf Pro, Kandji, VMware Workspace ONE, LogMeIn Central; Windows & macOS fleet lifecycle

**Mobile & App Platforms:** Apple Business Manager (ABM/ADE/VPP), Managed Google Play, Firebase, iOS & Android enterprise

**Google Workspace & GCP:** GWS Admin Console, OUs, Groups, Vault, DLP; GCP IAM, Firebase, org policies, service accounts

**Cloud Infrastructure:** GCP, AWS IAM, Azure, O365; multi-cloud access governance and least-privilege enforcement

**Atlassian Suite:** Jira Service Management, Jira Software, Confluence, Atlassian Guard; full admin, automation, SCIM, SSO

**Security & Compliance:** SOX audits, RBAC design, access reviews, FINRA/SEC standards, GitHub EMU, change management

**SaaS Portfolio:** Slack Enterprise Grid, Salesforce, Box, Zoom, 200+ platforms; vendor management, contract negotiation

**Leadership:** Team hiring & management, IT roadmap planning, stakeholder communication, cross-functional collaboration

### CERTIFICATIONS

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**Google Workspace Administrator — Google**

**Okta Certified Administrator — Okta**

**Proofpoint Certified Administrator — Proofpoint**

### EDUCATION

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**Bachelor of Science, Business Administration**

University of San Francisco, School of Management

### LANGUAGES

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English (Native) • Russian (Native) • Spanish (Conversational)