

SOHAIL MAMDANI  
sm@sohail.me • 650.660.4503

## OBJECTIVE

To find a challenging and rewarding position on an IT team.

## EXPERIENCE

Sr.IT ENGINEERING MANAGER, VERILY/ALPHABET. OCT 2024-PRESENT

- Hired to run an IT Engineering team responsible for Verily's acquisitions and mergers, as well as the research lab environment.
- Managed my initial team through budget cuts and layoffs, ended up reporting to the CIO and given 4x the responsibilities I had when I started.
- Now run the SETI (SysEng/Tech Integration) team at Verily.
- Responsible for device management, SaaS applications, identity operations, and special projects such large automation and AI/agent workflow implementation.

IT ENGINEERING MANAGER, AIRTABLE. MAY 2022-OCTOBER 2024

- Ran the IT Engineering team at Airtable, which is responsible for all elements of Corporate IT Engineering, including SaaS app management, Identity and Access Management, user and device lifecycle management, MDM, and automations and integrations.
- Rebuilt the IT Engineering team, which had been through significant leadership and staffing turnover.
- Completely revamped our underlying infrastructure, upgrading several key systems like Okta (Classic to OIE) and Slack (transition to Enterprise Grid).
- Built new functions into IT, including a software development role to build applications on Airtable.

IT MANAGER, HELIX OpCo, LLC. JULY 2018-MAY 2022

- Responsible for most elements of corporate IT at Helix, from running the Help Desk staff to managing applications like G Suite, Slack, and Office 365 for employees.
- Mentor and train staff on a variety of tasks, including customer service, basic troubleshooting, software configuration, patching, scripting, version control, and more.
- Revamped the offboarding process to eliminate redundancies and fill gaps.
- Engineered a patching system that cut the number of corporate CVEs (Common Vulnerabilities and Exposures) by 60% and assisted the InfoSec team to deploy Mimecast, Netskope, and CrowdStrike.

MANAGER, CLIENT ENGINEERING, GoPro, Inc. JUNE 2016-JULY 2018

- Joined the team as a Sr. IT Engineer, responsible for macOS endpoint engineering.
- Managed the migration of the entire IT Engineering team to an Agile methodology which resulted in being able to produce metrics for team performance and capacity.
- Responsible for migrating Mac management services to AWS.
- Promoted to manager, leading the team responsible for endpoint management and services.
- Hired and promoted 2 engineers to build a world class client engineering team.
- Took on responsibilities as company's lead MDM administrator.

SENIOR IT SYSTEMS ENGINEER, BOX, INC. APRIL 2015-JUNE 2016

- Hired on as Sr. IT Engineer, leading the macOS side of IT Engineering.
- Transitioned imaging to Casper Imaging for a 3-fold increase in speed and efficiency.
- Piloted DEP and built custom deployment solution that eliminated NetBoot and Imaging .
- Implemented OSQuery and the ELK stack in a pilot program for remote monitoring to lay the foundation for how Box would conduct IT operations and Information Security.

CONTRACT SENIOR SYSTEMS ADMINISTRATOR, KIXEYE, INC. AUGUST 2014-APRIL 2015

- Brought on to help scale the infrastructure and management tools up to match KIXEYE's rapid growth.
- Revamped core OS image applied to all new/reimaged Macs and retooled the way KIXEYE handles imaging, updates, and management for all Macs.
- Implemented Active Directory-based authentication for user accounts.

CONTRACT MAC SYSTEMS ENGINEER, INFORMATICA, INC. MAY 2014-AUGUST 2014

- Retained to help implement the infrastructure for Macs in an all-PC enterprise.
- Helped with the setup of the Casper Suite, from Jumpstart, through Pilot, and into Production.
- Set the standards for and implemented the Mac OS X image to be deployed worldwide, moving it from a monolithic image to a modular one.

FIELD TEST EXPERT, AMAZON'S LAB126 — 2013-2014

- Hired to develop, execute, and document field test protocols for digital imaging systems at Amazon.
- Role was heavily technical, requiring expertise with digital imaging test software, QA processes, working with bare-bones boards from module manufacturers, as well as hands-on experience with bug tracking and documentation systems like Confluence and JIRA.

SYSTEMS ADMINISTRATOR, EBAY INC. — 2011-2013

- Came on board to augment the Mac team within eBay IT.
- Primary responsibilities were to evaluate and develop strategies, applications and processes for the deployment and management of Macs and ensure that all those strategies were documented.
- Deployed imaging and software update servers, piloted new operating system and software versions, and produced technical and end-user documentation.
- Coordinated with a worldwide team that spans from the continental United States, to Germany, Turkey, India, China, and Australia.

SYSTEMS ADMINISTRATOR, APPLE INC. — 2008-2011

- Hired to do systems administration and documentation, my duties evolved substantially.
- Went on to design and deploy the server architecture for systems and applications used by all 300+ Apple Retail Stores worldwide, then provide Tier 3 support for those apps.
- Helped scale one of the most often-used apps in the Retail Stores to triple its load capacity and cut support calls by more than half.
- Did functional design for new applications and designed and deployed virtualization systems for development and application testing.

## CERTIFICATIONS

CCE, JAMF 400, APPLE CERTIFIED MACINTOSH TECHNICIAN, GOOGLE CERTIFIED G SUITE ADMINISTRATOR

## SKILLS

Operating Systems: macOS, Android, iOS, Windows 10/11, Ubuntu Linux.

Technologies: Okta, Airtable, Google Workspace, Jamf Pro, Munki, ShellScripting, AppleScript, AWS.

REFERENCES AVAILABLE ON REQUEST