

DAVID LE

IT LEADER

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SUMMARY

IT leader across MSP and in-house environments with deep hands-on strength in Microsoft 365, security operations, and audit-ready controls. I build operations that scale, reduce risk, and keep systems reliable as organizations grow. Recent outcomes include ISO 27001 and SOC 2 readiness, improved uptime, faster resolutions, and automation that cut request cycle time from weeks to days.

CORE STRENGTHS

Leadership and Operating Model: I built IT operations that scale, including roadmaps, exec reporting, team leadership, budgets, vendor management, and SLA-based service operations.

Infrastructure and Cloud Platforms: I run Microsoft 365 and hybrid cloud foundations, including tenant governance, Entra ID, Intune, endpoint standards, core networking, and monitoring for critical services.

Security and Assurance: I lead audit-ready security programs across ISO 27001 and SOC 2, Zero Trust controls, access governance (conditional access, MFA, PIM), device compliance, and customer security reviews.

Automation and Digital Workplace: I automate the work using robotic processing using Power Automate and PowerShell to speed onboarding, access, and service requests to improve KPI and SLA visibility.

Policy and Documentation: I turn requirements into policies, runbooks, and evidence workflows so controls are operational and easy.

EXPERIENCE

Senior IT Manager, Infrastructure and Security

EKN Engineering | Irvine, California

02/2022 – Present

I joined when the company was early and built the IT and security foundation as we scaled to 200+ employees. I run the operations across support, infrastructure, and security, and the owner of IT security governance and risk, including controls, audit evidence, vendor risk reviews, and guardrails for internal AI use cases. I lead a lean team of four direct report spanning support, security, and DevOps. In 2025, I achieved ISO/IEC 27001, SOC 2 certification by turning the requirements into workflows, including policies, controls, and evidence used in audits and customer security reviews. I scaled service under higher demand with a shared IT/Security queue, improved reliability beyond our SLA target, and pushed automation so common requests that used to take weeks now close in days.

Key Outcomes: ISO 7001 and SOC 2 certified, led a lean team of 4; 5,619 tickets resolved in 2025 with 45% faster first response YoY; 99.97% uptime vs 99.90% SLA (2h 38m downtime/year); request cycle time reduced from weeks to days through workflow automation.

IT Infrastructure and Operations Lead

Logic Technology Consulting Group | Los Angeles, CA

05/2021 – 02/2022

I led infrastructure and operations delivery for 501(c) organizations across Los Angeles and was the client-facing owner for incidents and priorities. I handled onsite execution and escalations while keeping projects moving, vendors coordinated, and environments stable. I focused on tightening intake, escalation, and commitments, and functioned as the security specialist.

Key Outcomes: Improved SLA compliance to 95%; reduced phishing click rate by 40%; increased compliance acknowledgement to 95% through employee awareness training and enforcement.

I worked in an MSP environment supporting SMB clients across multiple industries, which forced range across Microsoft 365, endpoints, backup, security, and core infrastructure. I supported 2,000+ endpoints and balanced remote triage with onsite delivery and presales discovery for new clients. I was known for stabilizing environments, fixing root causes, and leaving clear documentation so less issues resurface.

Key Outcomes: Administered 2,000+ endpoints; maintained 95% first-call and monitoring resolution; delivered repeatable support standards across cloud, security, backup, and networking stacks.

EDUCATION

Associates in Computer Network Systems
2014 - 2016
ITT Technical Institute | Memphis, Tennessee

CERTIFICATIONS

Professional Scrum Master I Scrum.org	2025
ITIL 4 Foundation Axelos Global Best Practices	2025
Network+ CompTIA	2018
A+ CompTIA	2016

INTERESTS

Home lab and automation, AI governance, leadership development, fitness, pickleball.