

DANIEL WILKINS

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EXECUTIVE SUMMARY

IT Operations leader who builds scalable operational platforms and enterprise infrastructure, develops system stewards, and drives measurable business outcomes across global organizations. Proven track record integrating 3 acquisitions, automating 60% of service desk volume, and delivering \$500K+ in cost savings through strategic SaaS rationalization. Combines deep technical fluency in identity management, endpoint platforms, and workflow automation with the operational discipline to run compliant, audit-ready environments at scale. Equally effective architecting enterprise systems and developing the teams who own them.

CORE COMPETENCIES

IT Operations & Platform Strategy

IT Operations Leadership
ITSM / ITIL Framework
M&A Technology Integration
Vendor & Contract Strategy
Budget Management (\$3M+)
SaaS Portfolio Management
Team Development & Org Design

Identity, Security & Governance

IAM (Okta, Active Directory)
Endpoint (Jamf, Intune, WorkspaceONE)
SOX / SOC 2 / ISO 27001 Controls
Zero Trust Architecture
Privileged Access Management
GRC Readiness
JML Lifecycle Automation

Enterprise Platforms & Automation

Google Workspace (Enterprise)
ITSM (Freshservice / ServiceNow)
Workflow (Workato, n8n, Apps Script)
Network (Palo Alto GlobalProtect / Prisma)
Identity (1Password / Duo MFA)
Knowledge (Jira / Confluence)
AI Ops (Glean, Ticket Routing, UiPath)

PROFESSIONAL EXPERIENCE

DoubleVerify, New York, NY | January 2022 – Present

Global IT operations across APAC, Americas, and EMEA • 11-person cross-functional team • \$3M+ annual budget • 1,600+ employees • 3 acquisitions integrated

Sr. IT Operations Manager, Corporate Systems | March 2025 – Present

- Expanded scope to lead strategic infrastructure, M&A integration, and regional scalability initiatives; driving global IT transformation across corporate systems with direct executive stakeholder engagement
- Drove enterprise AI enablement as internal solutions architect: deployed Glean Q&A bots across multiple departments, built AI models for ticket intake categorization and intelligent routing, led company-wide promptathon, and consulted cross-functionally on workflow automation including an HR Slackbot that eliminated manual new hire processes

IT Operations Manager, Corporate IT | January 2022 – March 2025

- Orchestrated end-to-end IT integration for 3 acquisitions (OpenSlate, Scibids, RockerBox), onboarding 200+ employees across 5 countries including hardware procurement, system migrations, access provisioning, and data transitions; established repeatable integration playbook and earned C-level recognition
- Achieved 60% ticket automation rate (900+ tickets/month) by building automated approval workflows, provisioning, and lifecycle management, eliminating ~2,700 manual hours and \$135K+ in annual labor costs
- Architected SaaS consolidation strategy across 6 platforms, leading Zoom-to-Google Meet migration (1,600 users), Monday.com-to-Jira migration with engineering, and custom license tracking tooling; delivered ~\$500K in annualized savings
- Eliminated SOX control deficiencies through “Project Lockdown,” redesigning privileged access controls across Google Workspace, Active Directory, and Okta with approval-based workflows and audit trails; zero findings since June 2024
- Built and developed globally distributed team from the ground up, hiring regional leads, creating structured training programs, and mentoring direct reports into subject matter experts; established documentation governance framework to scale institutional knowledge across regions
- Delivered dual enterprise platform implementations in 4 months (Freshservice ITSM + 1Password migration), deploying 200+ automated workflows, 150+ service catalog items, and migrating 1,200 users off compromised LastPass with 75% adoption

Director of Information Technology | OpenSlate, New York, NY | August 2019 – January 2022

Sole IT leader for 100-person ad tech startup through growth phase, COVID-19 transition, and acquisition by DoubleVerify

- Built IT operations from the ground up, establishing infrastructure, security, and operational frameworks that supported rapid headcount growth and maintained 99.9% system uptime through acquisition
- Led overnight COVID-19 remote transition for entire company: stood up remote work infrastructure, implemented secure access controls, and managed hardware logistics to maintain 100% business continuity during shift to distributed workforce
- Designed and deployed enterprise infrastructure stack (Jamf Pro, Microsoft Intune, Duo MFA, 1Password, Freshservice), improving operational efficiency by 30% and reducing procurement cycle time by 25%; this foundation was later adopted by DoubleVerify post-acquisition
- Led SOC 2 Type II compliance readiness: deployed GRC software, partnered with senior leadership to develop security policies and access controls that enhanced security posture and enabled enterprise customer acquisition

Network Manager → System Administrator | Havas Health, New York, NY | September 2013 – August 2019

Promoted through 4 roles (System Administrator → Senior System Administrator → Network Administrator → Network Manager) supporting 2,000+ end users across desktop engineering, automation, and infrastructure

- Led enterprise endpoint management for 2,000+ users across macOS and Windows, implementing Jamf, SCCM, and KACE for deployment, patch management, and self-service software distribution; reduced help desk ticket volume by establishing scalable self-service capabilities
- Managed and developed team of system administrators, creating structured learning plans, delegating project ownership, and establishing documentation standards across the department
- Drove SaaS and infrastructure implementations including Microsoft Teams, Duo MFA, AirWatch MDM, CrashPlan, and Varonis; served as technical project lead on cross-functional rollouts

CERTIFICATIONS

ITIL 4 Foundation | CompTIA Project+ | Advanced SOC for Service Organizations (AICPA) | Jamf 200 | MITx Python | Oracle DBA | NetApp

EDUCATION

Associate of Science, Applied Computer Science (Network & System Administration)

DeVry University, North Brunswick, NJ

LEADERSHIP & COMMUNITY

Co-Lead, DVersability ERG (DoubleVerify) — Champion community and support for employees with disabilities and caregivers; facilitate fireside chats on sensitive topics, creating spaces for open dialogue and understanding across the organization