RAYKELL FOSTER

IT OPERATIONS ENGINEER | IT SYSTEMS ENGINEER | IAM ENGINEER

Modesto, CA | raykell.foster@gmail.com | linkedin.com/in/raykellfoster | kellray.com

PROFESSIONAL SUMMARY

AI-native IT operations and systems engineer with 20+ years of experience supporting high-growth, distributed organizations through rapid change, scaling identity, endpoint, SaaS, and security operations. Experienced building scalable workflows with automation and AI-assisted tooling, improving incident response, strengthening security controls, and advocating for responsible AI-tool adoption through clear operational standards.

CORE SKILLS

Identity & Security: Okta, SAML, OIDC, SCIM, MFA, Device Trust, RBAC, Entra ID / Azure AD, Active Directory, vulnerability management, GPO administration

Automation & Engineering: PowerShell, Bash, Zsh, Python, REST APIs, JSON, Okta Workflows, Zapier, n8n, Terraform (IaC exposure for Okta), GitLab CI/CD, Slack workflows, custom Slack bots

Endpoint, SaaS & Cloud: Kandji, Jamf, macOS, Google Workspace, Microsoft 365, Slack, Zoom, Greenhouse, Notion, Jira, Confluence, AWS WorkSpaces, GCP

Operations & Networking: Incident response, SLA management, root cause analysis, ITIL, PagerDuty, process improvement, intake and access workflows, tracking dashboards, Cisco routing/switching/wireless, Meraki, Citrix

PROFESSIONAL EXPERIENCE

GeorgeJon | **Information Security Analyst** | Sep 2025 - Aug 2026

Remote

- Supported vulnerability management and security-baseline work across four major client environments with thousands of endpoints.
- Designed and built a PowerShell-based workflow to automate Minimum Security Baseline evidence collection for approximately 80 servers, reducing a several-hour manual process to about 20 minutes and eliminating at least 10 manual steps.
- Supported Group Policy administration and ESXi baseline data collection and configuration to meet client security requirements.
- Used AI-assisted design and documentation practices to accelerate PowerShell automation development, produce clear reusable how-to guides, and train engineering teammates, enabling timely SLA delivery.

Remote | **IT Operations Engineer** | Aug 2021 - Dec 2024

Remote, United States

- Owned IT operations, IAM, automation, endpoint management, and end-user support for 2,000+ employees and endpoints across 20+ SaaS applications in a fast-changing, high-growth environment.
- Designed and deployed Okta Device Trust using Kandji and Okta Access Requests, expanding secure self-service access for employees.
- Built an incident-management workflow using Slack, Okta Workflows, Zapier, and Notion to automate user notifications, documentation creation, and incident-team assembly for defined scenarios.
- Administered Okta as Super Administrator, including SAML, OIDC, and SCIM integrations, identity lifecycle automation, group rules, MFA policy design, and access troubleshooting; gained hands-on exposure to Terraform-based IaC for Okta configuration management using GitLab version control and CI/CD.
- Managed macOS deployment and compliance through Kandji, including provisioning, security policies, Okta-integrated access controls, and custom blueprints.

Solid Networks (MSP) | **Virtual IT Manager & Systems Engineer** | Jan 2020 - Aug 2021

Salida, CA

- Managed IT lifecycle work, Tier 2 escalations, documentation audits, and hardware and software procurement across 20+ client environments and 1,500+ endpoints.
- Administered Entra ID / Azure AD and Microsoft 365 for multi-tenant environments, managing user lifecycle, group policies, and access control.
- Conducted quarterly business reviews and client technology audits to align operational priorities with client needs.

Varsity Technologies (MSP) | **Systems Administrator / Team Lead** | Aug 2018 - Dec 2019

Modesto, CA | Onsite

- Led a three-person service desk team supporting 15 clients and approximately 2,000 endpoints; managed daily technical escalations with end users and onsite IT staff.
- Improved SLA performance by simplifying internal communication, reducing response and resolution time by 20%.
- Researched and deployed new technologies, created operational documentation, and responded to critical incidents and after-hours escalations to restore client services.

Front Porch | **Network Engineer** | Feb 2016 - Jan 2018

Sonora, CA

- Designed, deployed, and maintained physical and virtual network environments for approximately 25 client organizations, including Cisco routing, switching, and wireless infrastructure.
- Supported customers and the sales team through pre-sales discovery, deployment, and ongoing maintenance, translating technical requirements into practical network solutions.
- Performed proactive monitoring, Layer 2/3 network troubleshooting, alert investigation, and root cause analysis to improve network reliability.
- Built prototypes, scripts, and internal tools to support deployment and maintenance workflows; coordinated international onsite planning for a telephone-provider onboarding with developers.

Toptal | **Communications Specialist - Team Lead** | Jul 2015 - Jan 2016

Remote

- Led a five-person screening team evaluating developers and designers across Latin America; assessed English proficiency and technical knowledge and coordinated international interviews.

EDUCATION

Vocational Degree in Computer Networking and Programming | Colegio Tecnico de Calle Blancos, San Jose, Costa Rica | 2001

Certification: Cisco Certified Network Associate (CCNA) | Cisco | 2011

LANGUAGES

English (Native) | Spanish (Native)