

SEAN BIPAT

IT Support Operations Leader & Service Desk Manager

Plantation, FL | (954) 806-1943 | sbipat89@gmail.com | Open to Fully Remote (US)

PROFESSIONAL SUMMARY

IT Support Operations Leader with 8+ years across enterprise service desk, EUC/VDI, and ServiceNow ITSM in insurance, healthcare, and consulting. Promoted twice at Mutual of America (Analyst → Senior → Lead); currently manage a 4-member Solution Center with SLA ownership, MIRT leadership, and executive reporting. Global #1 FreshService Helpdesk MVP at ScribeAmerica. Seeking fully remote US manager/lead roles.

CORE COMPETENCIES

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|---------------------------|---------------------------|-----------------------------|
| ▶ Service Desk Management | ▶ ServiceNow ITSM | ▶ SLA & Executive Reporting |
| ▶ Major Incident Response | ▶ EUC / VDI / Windows 365 | ▶ IAM & Endpoint Security |
| ▶ inContact CCaaS | ▶ JAMF / CrowdStrike MDM | ▶ Workflow Automation |

PROFESSIONAL EXPERIENCE

Mutual of America Life Insurance Company Boca Raton, FL
Lead Help Desk & Support Operations Feb 2025 – Present

Promoted to lead corporate Solution Center following managerial vacancy.

- Lead **4-member Solution Center team (3 direct reports)**; own queue management, escalations, coaching, and multi-channel support coverage.
- Own **ServiceNow ITSM** and **inContact CCaaS** delivery, SLA performance, and **MIRT** bridges for business-critical outages.
- Report ticket/telephony trends to **OTDS** and **FIS ASP** governance panels; standardize triage pathways and identity onboarding/offboarding automation.

Senior End User Support Analyst Oct 2023 – Feb 2025

- Led **Windows 365 Cloud PC**, **Nitro PDF**, and **Windows Hello MFA** rollouts; served as **Bridge Captain** for firewall/MDF cutovers and VDI profile migrations.
- Authored **30+ ServiceNow KB** articles and co-built automated identity onboarding/offboarding workflows with core development teams.

End User Support Analyst May 2022 – Oct 2023

- Tier-2 support via **Exchange Online**, **VPN**, **Webex**, and **inContact**; supported FIS migration, DR testing, and OMNI identity remediation.

HealthChannels / ScribeAmerica LLC Ft. Lauderdale, FL

IT Support Specialist & Helpdesk MVP Jul 2019 – May 2022

- Ranked **#1 globally** as **FreshService Helpdesk MVP**; administered **JAMF Pro**, **Cisco Meraki**, **Google Admin**, and **GPanel** across national healthcare sites.

PC Advanced Care Inc. Plantation, FL

Web Developer / IT Infrastructure Support Sep 2016 – Dec 2018

- Founded IT services practice: remote support, web development, and VSAT network design (switches, firewalls, VLANs, VPN) for small business clients.

TECHNICAL EXPERTISE

ITSM/Ops: ServiceNow, FreshService, Statuspage, inContact CCaaS
EUC/VDI: Windows 365, VMware App Volumes, Nutanix, Liquidware, iGel UMS
Security/IAM: Okta, Active Directory, CrowdStrike, Netskope, Digital Guardian DLP
Endpoint: JAMF Pro/Composer, Windows 10/11, macOS, Exchange Online, Webex, Cisco Meraki
Systems/Dev: Windows Server 2012–2022, Cisco IOS, VPN/VLAN, Python, Go, SQL, HTML/CSS/JS

EDUCATION

DeVry University — Miramar, FL Graduated 2014

Associate of Science, Network Systems Administration

References available upon request