

Angelina Do

IT Specialist II — Identity & Endpoint Security

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SUMMARY

IT Specialist securing identity and endpoint environments — Okta administration, end-to-end SCIM access provisioning, MDM (Iru, formerly Kandji), and Apple Platform SSO. Experienced leading beta and pilot device rollouts, negotiating vendor contracts and SaaS procurement, and turning security requirements into practical, low-friction workflows. Bridges technical systems administration with design and product thinking, developed through a design-engineering degree and freelance creative work.

PROFESSIONAL EXPERIENCE

IT Specialist II · Relay

Oct 2026 – Present

- Own end-user technology for a hybrid fintech workforce, spanning endpoints, identity and access, and connectivity in a regulated banking environment
- Independently drive the IT support queue end to end, resolving root causes and building documentation that reduces repeat issues
- Manage Toronto HQ workplace infrastructure, including meeting rooms, video conferencing, displays, and networking, owning reliability of shared systems
- Lead automation and process-improvement initiatives that scale IT operations and strengthen access controls as Relay grows

IT Systems Analyst · Maple

Aug 2025 – Oct 2026

- Led beta deployment of Apple Platform SSO and Okta Desktop Password Sync, unifying macOS, iOS, and iPadOS authentication ahead of company-wide rollout
- Owned end-to-end SCIM access provisioning and deprovisioning, configuring API integrations between Okta and downstream systems
- Managed the MDM pilot group (Kandji), testing updates and compliance policies across Apple and Windows fleets before release

Solution Systems Analyst · Aritzia

Apr 2024 – Aug 2025

- Built structured testing (Panaya) to validate functionality against business requirements, writing and running test scripts to resolve deficiencies
- Launched and maintained solutions including Warehouse Management (Blue Yonder), SQL databases, and parcel systems

IT Service Specialist · Aritzia

May 2023 – Apr 2024

- Diagnosed and resolved complex hardware, software, and operating system issues
- Partnered with developers and engineers to support business-critical systems

Specialist · Apple Inc.

Jul 2022 – Jan 2023

- Delivered Apple ecosystem technical support, earning a 100 Team Member score
- Ranked #1 nationwide across Apple Stores for carrier contract performance (Rogers, Fido, Bell, Virgin, Telus)

STEM Instructor · Wiz Kid Learning

Feb 2023 – May 2023

- Delivered live online STEM instruction in programming, Blender, and web development

CORE SKILLS

Okta · IAM · SAML · SCIM

MDM · Kandji/Iru, Jamf, Hexnode

Windows and macOS Administration

Google Workspace Admin

Jira · ServiceNow · Freshservice

SQL · HTML/JS · C++

Vendor negotiation & IT SaaS procurement

CERTIFICATIONS

Technical Support Fundamentals — Google

System Admin & IT Infrastructure — Google

IT Security: Defense against the digital dark arts — Google

Freshdesk Agent Expert Certification

Freshservice Product Expert Test for Admins

Standard First Aid & CPR-C (AED)

EDUCATION

Bachelor of Design (Hons.)

Digital Futures — With Distinction

OCAD University, Toronto

2020 – 2024 · minor in Wearable Tech & Science

LANGUAGES

English — Native

Vietnamese — Conversational

RECOGNITION & ADDITIONAL

Jeff Watson Memorial Digital Futures Award, 2025

- Awarded for a playful approach to work and community contribution

Published author/illustrator & AR developer, “The Bunny That Wasn't Very Hoppy”

Personal design & illustration practice at angelinado.com