

Paul Como

Senior Infrastructure Engineer

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IT infrastructure and endpoint operations engineer with 15+ years of experience modernizing macOS, Windows, and Linux systems in high-uptime technical organizations. Hands-on infrastructure lead with a proven track record delivering zero-touch endpoint deployment, infrastructure modernization, disaster recovery, storage architecture, and operational automation in lean, fast-moving environments.

TECHNICAL SKILLS

Endpoint Management: macOS, Windows, Linux, Mosyle MDM, Jamf, Munki, Action1, Apple Business Manager

Identity & Administration: Active Directory, Google Workspace, Okta, MFA enforcement, SSO integrations

Infrastructure: Proxmox, VMware, Docker, virtualization, on-premises infrastructure

Networking/Security: Fortigate, firewall administration, VPN, CrowdStrike Falcon, Zabbix monitoring

Storage/Backup/DR: Isilon, Synology, TrueNAS, Archiware P5, backup architecture, disaster recovery planning and testing

Automation: Bash, endpoint deployment automation, storage lifecycle automation

EXPERIENCE

Director of IT Operations | August 2019 - Present
Urban Studio | New York, NY

- Reduced Mac deployment time from 4 hours to under 30 minutes by migrating 60+ unmanaged devices into Apple Business Manager and Mosyle MDM and building zero-touch provisioning workflows.
- Identified and eliminated redundant SaaS licenses and services, consolidating platforms and enforcing account lifecycle policies to reduce annual IT operating costs by \$30,000 annually.
- Migrated legacy VMware infrastructure to a redundant Proxmox cluster with automated backups, live VM and container migration, and non-disruptive maintenance, eliminating single points of failure across business-critical systems.
- Designed and implemented a multi-tier storage, backup, and disaster recovery architecture supporting over 200 TB of production data with validated recovery procedures and operational redundancy for business-critical workflows.
- Built a suite of automations for endpoint deployment, storage lifecycle tracking, and archive operations, standardizing recurring workflows and improving visibility into production storage and workstation readiness.

Senior Systems Engineer | April 2017 - August 2019

The Mill | New York, NY

- Supported macOS, Windows, and Linux systems across multidisciplinary production teams, balancing endpoint support, infrastructure maintenance, and production uptime requirements.
- Served as primary infrastructure liaison for a rapidly expanding AR/VR and immersive technology division, supporting specialized workflows and rapid deployment initiatives.
- Maintained production infrastructure spanning artist workstations, render resources, storage access, and core operational services for deadline-driven creative teams.

Systems Engineer | July 2013 - April 2017

Napoleon Group | New York, NY

- Managed render farm infrastructure, Active Directory administration, workstation lifecycle operations, and systems support within a deadline-driven technical environment.
- Implemented software deployment workflows, system imaging, and infrastructure integrations to standardize workstation builds and improve operational consistency.

Engineering Assistant | May 2010 - July 2013

Smoke & Mirrors | New York, NY

- Supported artist workstations, render workflows, production hardware, and infrastructure systems within a fast-paced creative technology environment.

PROJECTS

- Deployed Keycloak as a centralized SSO and IAM platform, implementing OIDC-based single sign-on and user lifecycle provisioning across internal services.
- Built Ansible playbooks to automate VM provisioning, service configuration, and environment consistency.
- Configured a self-hosted Git server with Keycloak OIDC authentication for version-controlled storage and management of Ansible playbooks and infrastructure configuration.

EDUCATION

Bachelor of Fine Arts, Computer Graphics

New York Institute of Technology · Magna Cum Laude