BEN TARTAGLIA

IT OPERATIONS & INFRASTRUCTURE LEADER

Enterprise Infrastructure | Identity | Automation | Reliability | IoT / Edge | Trusted AI Operations

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PROFESSIONAL SUMMARY

IT manager and infrastructure/technology-operations leader with formal people and budget responsibility and 20+ years spanning Microsoft 365, Active Directory and Entra ID, Windows Server, VMware, enterprise networking, IAM/SSO, security, automation, and distributed support. Supported 2,200+ users across 89 locations while sustaining 99.99% availability. Combines people and budget management, multi-site project delivery, acquisition integration, hands-on engineering, architecture, escalation leadership, vendor coordination, documentation, and process improvement. Current work extends that operating discipline into Trusted AI Operations: testing emerging AI capability for measurable accuracy, provenance, risk-based human oversight, observability, safe failure, and repeatable production use.

CORE EXPERTISE

Enterprise Infrastructure | IT Architecture | Microsoft 365 | Active Directory | Entra ID | Windows Server | VMware | Cisco Meraki | IAM / SSO / MFA | PowerShell | Python | REST APIs | Automation | Docker | Terraform | Observability | Trusted AI Operations | AI Evaluation / Governance | Incident / Problem Management | RCA | Vendor Leadership | Distributed Operations

SELECTED CAREER IMPACT

- As IT Manager at Neptune Benson, managed three geographically distributed technicians and a $150,000 technology budget; coordinated site upgrades, resource scheduling, equipment readiness, and vendor/service delivery.
- Supported acquisition integration involving network readdressing and phone-system modernization.
- Supported 2,200+ users across 89 locations while sustaining 99.99% availability in a distributed enterprise environment.
- Supported a hybrid identity and SSO transition involving approximately 1,300 Microsoft 365 accounts across Active Directory and Entra ID.
- Built PowerShell/Python automation that reduced manual effort by approximately 30% and improved deployment and support consistency.
- Standardized deployment verification and root-cause practices, reducing deployment-related errors and downtime by approximately 25% and improving recurring-issue resolution by approximately 30%.
- Strengthened email security using SPF, DKIM, DMARC and threat analysis, contributing to an approximately 80% reduction in phishing incidents.
- Audited 81 Zendesk fields and approximately 540 support tickets to identify routing gaps, recurring failure patterns, workflow friction, and documentation opportunities.

SELECTED TECHNICAL PORTFOLIO

- Automation Operations Platform - Runnable TypeScript/PostgreSQL reference platform with queues, approvals, retries, dead-letter handling, Prometheus/Grafana, hardened Docker, and AWS Terraform.
- Enterprise Identity Reference Architecture - Entra ID lifecycle, RBAC, privileged access, Conditional Access, emergency access, workload identities, audit/incident response, and PowerShell assessment.
- AI Model Longitudinal Lab - Multi-provider evaluation architecture with provenance, repeat sampling, prompt/schema versioning, structured-output validation, evaluator separation, accuracy-oriented testing, and token/cost accounting.
- IoT / Edge Reference Architecture - Offline-first BLE/RFID/NFC patterns with buffering, deduplication, store-and-forward synchronization, and connectivity resilience.

PROFESSIONAL EXPERIENCE

EYRUS | Manager of IoT Apr 2026 - Aug 2026

- Led IoT infrastructure deployment, testing, lifecycle support, field connectivity, escalation handling, documentation, and operational handoff across distributed customer environments.
- Worked across edge devices, gateways, readers/scanners, cellular routers, SIM management, local networking, BLE, NFC, UHF RFID, and edge-to-platform data flows.
- Investigated field reliability issues involving power resiliency, offline buffering, normalization, deduplication, connectivity, and false-positive reduction.
- Audited 81 Zendesk fields and approximately 540 support tickets to identify recurring issues, escalation friction, routing gaps, and knowledge/documentation needs.

AWAKEN BEYOND LIMITS | Founder & Automation Systems Architect (Independent Project Work) 2025 - Present

- Built an integrated operating environment using Supabase, Make.com, REST APIs, webhooks, cloud services, and AI-enabled workflows for durable state, approvals, scheduling, analytics, and digital-product operations.
- Designed automation and AI-assisted workflows with risk-based human approval gates, evidence tracking, provenance/version controls, retries, idempotency, exception handling, safe failure, and recovery.
- Translated business and operational requirements into repeatable workflows and controls, emphasizing validated outputs, auditability, documentation, and measurable reliability rather than ungoverned automation.

REYNOLDS & REYNOLDS / PROTON TECHS / ALLEGIANCE TRUCKS | Helpdesk Manager | Collaboration Specialist | Navistar Administrator Jul 2021 - Oct 2025

- Supported enterprise infrastructure, identity, security, service operations, and customer-facing technical support for more than 2,200 users across 89 locations while sustaining 99.99% availability.
- Served as SME and senior escalation resource for Microsoft 365, Active Directory, Entra ID, Navistar DSSO/SimpleID, Procede/Excede, SimpleParts, networking, identity, and distributed-site operations.
- Supported a hybrid identity and SSO transition involving approximately 1,300 Microsoft 365 accounts.
- Built PowerShell/Python automation for deployments, diagnostics, reporting, and user workflows, reducing manual work by approximately 30%.
- Standardized deployment verification and RCA, reducing deployment-related errors/user downtime by approximately 25% and improving recurring-issue resolution by approximately 30%.
- Supported firewalls, VPNs, encryption, monitoring, VMware, Windows Server, Cisco Meraki, Wi-Fi/SD-WAN, Azure/Microsoft 365 migration activities, vendor coordination, and SOX-aligned technology audit support.
- Strengthened email security with SPF, DKIM, DMARC and threat analysis, contributing to an approximately 80% reduction in phishing incidents.

NEPTUNE BENSON | IT Manager Earlier career

- Managed three geographically distributed technicians and a $150,000 technology budget covering hardware replacements and services.
- Planned and coordinated multi-site infrastructure replacement and upgrade activity, aligning staffing, travel, equipment delivery, technical expertise, and work volume with business schedules.
- Supported acquisition/integration initiatives, including network readdressing and transition to a new phone system.

ADDITIONAL EARLIER IT ROLES | Network Engineering / Senior IT Systems Earlier experience

- Delivered network, systems, infrastructure, user support, security, and vendor coordination across education, medical-device, school, and energy environments.
- Supported Windows platforms, virtualization, enterprise networking, security controls, troubleshooting, and customer-facing technical operations.

EDUCATION & CREDENTIALS

B.A., Financial Management, Cum Laude - Franklin Pierce University | CCNA | CompTIA Security+ Bootcamp (training) | Windows Server 2019 Administration training