

JONATHAN REYNOLDS

Technology Executive | Enterprise Architect | Trusted Advisor | Jack of All Tech, Master of Some

PROFESSIONAL SUMMARY

With over 20 years of experience, I am a hands-on IT Executive leading engineering teams specializing in IT Operations, Application and Identity Lifecycle, Automation, SaaS Spend Management, and Enterprise-class engineering such as Active Directory, Exchange, Okta, RDS, PKI, and Azure AD.

- Deep technical knowledge and insight across a vast array of technology and business functions with the vision of where to go and the tenacity to deliver.
- Excel at communication, building relationships, and influence for the betterment of the company.
- Shine at mentoring, fostering a growth mindset, and providing psychological safety to those I lead.
- Detail-oriented, organized individual with a positive, service-focused attitude.
- Proven ability to analyze complex environments and articulate solutions to Executives, management, and end-users in ways they understand.
- With a fervent passion for knowledge, I constantly seek out new technologies and discover innovative ways to utilize them.
- Passionate about integrating all elements of IT to solve business problems.
- Comfortable with various Process Management methodologies and Compliances: SOX, PCI, CCPA, HIPAA, Change Management, ITIL, and Agile.
- Project planning and implementation aptitude involving resource utilization, documentation, budgeting, quoting, pre-sales, and time management.

WORK HISTORY

Chewy (Fortune 500) Fort Lauderdale, FL

07/2018 - Present

Head of Endpoint, IAM, and Systems Engineering

04/2023 - Present

- Founded the Enterprise Architecture Review (EAR) committee, a cross-departmental team that evaluates all software purchases at Chewy, ensuring that tools/systems meet our security and compliance standards, are not redundant, the total cost of ownership is properly understood and budgeted for, and that necessary shared services teams are aligned and prepared to support. Developed a fully documented and socialized Application Lifecycle business process and rolled out org-wide.
- Saved \$12.3M and 13k hours in 2023 through software rationalization, license right-sizing, contract renegotiations, DMARC, and automation.
- Manage a \$7.5M annual software budget.
- Helped scale Chewy from a private <8k employee US company to a Public, Fortune 389 multi-national company with over 22k employees.
- 18 reports consisting of four teams of 13 Engineers and 2 Sr. Managers.



Plantation, Florida 33317



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SKILLS

Expert Knowledge / Core Competencies

- Okta (AuthN/AuthZ, Universal Directory, SCIM, API Management)
- SSO (SAML, OAUTH, OIDC, WS-FED)
- Identity Lifecycle Automation
- Zero Trust & Identity-as-Perimeter (Device Trust, Biometrics, FIDO2, XDR/EDR, Passcodes)
- SaaS Operations & Spend Management
- Workflow Automation (Okta, Torii, SailPoint, Jenkins, Power Automate)
- PowerShell, REST, JSON
- Exchange 2000 - 2016 & Online
- Email Security & Hygiene (Mimecast, Proofpoint, IronPort, CES, Defender)
- Email Deliverability (SPF, DKIM, DMARC)
- AD, DHCP, DNS, and GPO
- Project Design and Management
- Vendor Relations, Evaluation, Negotiations, and Selection
- Remote Desktop Services (RDS) / VDI
- Technical Writing & Diagrams
- All Windows Server (NT - 2019)
- Developing High-Performing Engineering Teams

Good Working Knowledge

- SailPoint Identity Management and Governance Administration
- PAM and Secrets Vaulting
- Networking and Security
- SCCM, Intune, AutoPilot, Jamf
- VMware Virtualization
- ITSM (ServiceNow, Jira, Remedy)
- Azure Cloud IaaS, PaaS, SaaS
- SQL Server Support & Lite Scripting
- Monitoring and Response Platforms
- Business Continuity (BUR, RPO, RTO)
- AD Migrations & Enterprise M&As

- Primary IT leader for Chewy Vet Care — figuring out how to implement, secure, and support medical equipment for the first time at Chewy and unveiling a new revenue-generating business venture: high-tech, world-class, brick-and-mortar veterinary practices across the US!
- Core project member to design and roll out Third-Party (3P) Vendor Risk Management, including selecting and implementing new tools for questionnaires and AI to score and risk rank vendors.
- Architected and deployed Passwordless authentication with an ecosystem of Okta Fastpass, Device Trust, Biometrics, and XDR integration, providing a frictionless login experience and Zero Trust security framework. Anticipated to save Chewy \$45M/year in productivity loss and vastly improved UX.
- Anonymous feedback reveals my leadership style focuses on Opinions Heard, Providing Resources, Career Development Discussions, Belonging, Try Fail Learn, Consistent Coaching, Safe to Speak My Mind, and Recognition - all scoring higher than Company Q-over-Q.
- Architect and driving force in moving Chewy to full DMARC Reject enforcement in January 2023. Perfect deployment with a 100% compliance rate and zero hiccups. Saves ~\$2.4M/year, improves brand confidence, and 10% email deliverability increase (even before Google and Yahoo's announcement to drop unauthenticated email in 2024).
- Reduced physical footprint, streamlined new site builds, and enhanced the Intune Autopilot experience by moving File and Print to new cloud services (PrinterLogic and SharePoint Online).
- Delivered Zero-Touch Deployments for Windows and Mac, transitioning from relying on imaging infrastructure at Chewy offices to cloud solutions, allowing us to ship directly from CDW and empowering our end users to self-serve the imaging process remotely or in an office.
- Patching had been a pain point across the board since before Chewy went public. We tried multiple solutions over the years, build and buy, but needed more to keep up with ever-increasing demand and compliance requirements. Following a robust Proof of Concept, we acquired Tanium and had all 900+ Windows Servers updated and on an automated schedule in 2 months, bringing our Patch Compliance from historical sub-40% to 98%! We have since maintained 95%+ MoM and invested in modules for Performance Monitoring, Vulnerability Scanning, and Risk Benchmarking - replacing more expensive incumbent solutions.
- Absorbed IAM Engineering team and quickly developed a missing IAM Program Roadmap, charting a 2-year path to providing automated Joiner, Movers, Leavers, and Birthright access for Day 1 Chewtopians. Brokered deal with SailPoint to acquire IdentityNow BusinessPlus, allowing us to create a Software Catalog with Access Requests via Slack ChatOps and automatically detect and create Roles and Outliers with IdentityAI. Implemented Attestation Campaign automation and standardization, rescuing Chewy from Significant Deficiency for the first time since IPO!
- Configured and deployed certificate-based Wi-Fi authentication for Windows and macOS to enhance security and eliminate friction. Where previously, TMs were prompted for credentials when joining Wi-Fi, 802.1x securely connects without them even knowing it happened.

- F5 & Kemp Load Balancers
- Data Reporting and Visualization

EDUCATION

AAS: Information Technology 2004

ITT Technical Institute, Norwood, OH

- Valedictorian, 4.0 GPA, Highest Honors
- National Technical Honor Society

CERTIFICATIONS



Okta

1. Okta Certified Administrator (2021)
2. Okta Certified Professional (2019)



Microsoft

1. Microsoft 365: Fundamentals (2019)
2. MCITP: Enterprise Administrator (2014)
3. MCSE 2003: Messaging (2012)
4. MCP: Microsoft Certified Professional (2005)



ITIL Foundations V3 (2017)



CompTIA A+ (2004)

Head of Endpoint and Systems Engineering

02/2020 - 04/2023

- Saved Chewy \$4.7M/year in 2022.
- 11 reports consisting of two teams of top-tier, world-class Engineers and one Sr. Manager.
- Head of Enterprise Systems, a Tier III team of 6 Engineers responsible for all things Microsoft (Active Directory, PKI, File & Print services, DHCP, DNS, Azure, M365, Windows Server), Okta, corporate email (Exchange Online, Mimecast, Sendgrid), SaaS operations & spend management (Torii), automation & workflow design (Okta, Torii, Flow), various Security platforms such as Thycotic and Sharefile, VMware virtualization, support of the mission-critical Tier I systems that run on Windows, and the final escalation tier for IT Services Delivery.
- Head of Endpoint Engineering, a Tier III team of 4 Engineers and 1 Senior Manager responsible for architecture, implementation, and management of Chewy's client endpoint environment in a remote workforce, including package deployment (SCCM, JAMF), Windows & macOS image creation and distribution, OS patching, and endpoint hardware lifecycle & vendor relations. Led team to implement remote enablement tools to empower a sudden remote workforce when COVID hit, including AWS Workspaces, TeamViewer, SCCM Cloud Managed Gateway, Absolute, and Rapid7. All delivered in Chewy "Accelerate Time" fashion while streamlining imaging to support over 3,500 new laptops to support the sudden workforce growth Chewy experienced when Pet Parents stopped visiting brick-and-mortar stores (12.5k to 18k employees in 2 months)
- Carefully curate Chewy's relationship with Okta and direct the flow of User Data and Workforce Authentication. Translate developer and business needs to justify investment in new functionality and champion the platform. Saved Chewy \$708,781 annually while gaining new SKUs and the best support tier, even while increasing total user count. Coordinate excite events for the IT organization, including EBCs and lunch and learns.
- Act as Chewy's Okta Architect. Personally create 100s of Okta apps and manage Chewy's team of Okta engineers and Integration Pipeline, working with business/vendors and directing integration intake and status. Matured Chewy's Okta program, developing standards for a new breed of in-house applications, creating dynamic groups, Okta expression language, and bringing profile information and RBAC into Chewy-built OIDC apps with custom Authorization Servers, tokens, claims, and scopes. Craft Okta Workflows to augment Identity lifecycle automation tasks, interacting with SaaS app REST APIs.
- Act as Chewy's Microsoft Architect. Personally designed, led teams to implement, and optimized various Microsoft technologies such as RDS, PKI, AzureAD hybrid with Autopilot and Remote Device Join.
- Act as Chewy's Systems Architect. Involved in numerous cross-functional org-wide initiatives, including development of Chewy's application onboarding process in partnership with Procurement, created whitepaper to justify purchase of a SaaS Operations and Spend Management platform that provides us visibility and analytics for our SaaS footprint (Torii), technical lead for the Workday project with HR, and technical lead and platform selector for the IAM Lifecycle Automation tool.
- Hit 500 app Okta integration milestone on 12/5/2022. Now over 800, increasing YoY velocity by 125% without increasing resources.
- Directed the team to pursue a new Email Security provider. Negotiated a rate 3.25 times cheaper with the new vendor, saving Chewy \$292,285 annually while gaining new features. Supervised team, achieving a seamless migration in only one month!

Systems Architect

07/2018 - 02/2020

- Integrations Lead and Technical Architect for Workday Implementation. Partner with HR in a techno-functional role to connect Workday to upstream and downstream systems while building a better relationship between organizations in the process.
- Champion and Technical Architect for Saviynt Identity Lifecycle Management and Governance platform.
- Founded Enterprise Applications Steering Committee, bringing leaders from across the business together to promote cross-departmental collaboration, stop working in silos, and provide a cohesive technology delivery.
- Perform interviews, candidate selection, hiring, and timesheet approvals for direct reports and lead a team of 6 Engineers.
- Handled demand pipeline, managed vendor relationships, and crafted whitepapers to explain why new technology is necessary and how we will implement and support it moving forward.
- Chewy's resident PowerShell Guru! Author and maintain scripts and modules for multiple departments across IT Ops with a bent towards Operational Automation. Saved Chewy 640+ manhours per month (\$730k/year) while increasing consistency, reducing human error, and elevating our technical skill portfolio.
- SME and Product Owner for Enterprise Systems: Active Directory, Azure AD, Okta, Office 365, PKI architecture, policies, security, access, engineering, administration, and last-line escalation for triage.
- Architect and Engineer of new 2-tier Public Key Infrastructure based on AD Certificate Services and Highly-Available geographically-dispersed Remote Desktop Services topology. Implementation of each extremely successful with zero impact.

Microsoft Solutions Architect (Contract)

Architect, design, and oversee implementation of end-to-end integrated systems. Document existing systems architecture and technology portfolio. Design and implement solutions to fit long-term strategic and short-term tactical goals of architecture standards/direction. Act as liaison between Developmental divisions to ensure that concurrent initiatives do not overlap nor increase overall footprint. Projects and accomplishments include:

- Support development as the primary Ops resource to improve the legacy customer-facing Application Stack. Deploy and configure new environments on current Windows servers and deliver HA and scalability through load-balanced WCF services, NCache, and MSMQ. Create runbook documentation, scripting, and a detailed Production Cutover plan.
- Act as Developer's Go-To resource for planning and deploying new end-to-end Web Apps (IIS, XML, DNS, ACLs, SSL, AD, etc.).
- AD/DNS/DFS/PKI/IIS/Applications Lead for large divestiture. Set up greenfield forest and necessary trusts, DNS routing, GPOs, and processes to use ADMT with source domain. Migrate thousands of AD Objects (Group, User, Computer, GPO). Set up DFSr with acquiring party to easily migrate Unstructured Data and Exchange mailboxes. Map reconfiguration of IIS/SQL/Apps and craft PowerShell scripts for migration during short maintenance windows. Collect/analyze 1,000+ public domains across various Registrars and coordinate transfer plan. All executed with perfection and zero impact.
- Design AD Forest as boundary for Identity and Access Management (IAM) and Single Sign-On (SSO) for internal applications. Implement Microsoft Identity Manager 2016 infrastructure to provide Self-Service Provisioning and Password Resets.
- Heavily utilized in Architecture work for creating and maintaining Build Lists, Diagrams, URL/VIP Lists, and to lead or advise on multiple concurrent projects/initiatives under tight deadlines.
- Subject Matter Expert (SME) and responsible party for business-critical technologies: Active Directory, Exchange, PKI, DNS, DHCP, GPO, RDS (RemoteApp), DFS, and custom web portal and app servers - all in a multi-forest, multi-domain environment.
- Replaced existing 2008 R2 DCs with 2012 R2 and raised functional level.
- Triage breach attempts & determine RCA as part of security strike force.
- Research, architect, and implement Jenkins server and NuGet Package server to support DevOps CICD & Release Management.
- Design and deploy new 2-tier, redundant, highly-available, enterprise-level Internal Public Key Infrastructure (PKI) using Active Directory Certificate Services (ADCS) 2012. Migrate from single 2003 Certificate Authority (CA). Implement Templates, publish GPOs, and train support staff, reducing cert issuance from 30 minutes to 5. Create Built-As and Runbook documentation.
- Developed, tested, and implemented solution to disable early TLS (1.0/1.1) for externally accessible web servers and applications. This includes multi-tiered applications relying on separate Services and SQL backends.
- Support Development divisions in DevOps capacity through all SDLC environments between hundreds of inter-connected and load-balanced .NET Application Stacks. Configure IIS, Web/WCF/Windows services, XML files, F5 HLB, SSL, and security. Troubleshoot via Fiddler, SoapUI, SolarWinds, network traces, and diagnostics logging.
- Project Lead for IT initiatives, including Microsoft Advanced Threat Analytics and Insight Universal Search into existing EDMS.
- Developed permission scheme granting access to Servers, Shares, SQL, and RemoteApp resources in various domains leveraging AD Groups and GPOs. Became "Gold Standard" for all access moving forward. Simplified a previously complex "black box" structure and shifted left to Help Desk.

Prosum (Microsoft Gold Managed Partner) Irvine, CA

08/2015 - 04/2016

Microsoft Solutions Architect

Work closely with industry-leading Fortune 100 clients in the Los Angeles Metro Area to understand their business, analyze their IT ecosystem, and advise on technology vision and process. Recommend upgrades, patches, new applications, and equipment. Manage multiple concurrent initiatives under tight deadlines and navigate varying perspectives and needs including:

- Spearheaded new line of business by creating "Azure Bootcamp and Roadmap" service offering to take advantage of the burgeoning Cloud adoption market. Developed engagement options from a 1-day "Crash Course" to a 2-week comprehensive Bootcamp, Readiness Assessment, and POC Implementation including Point-to-Site VPN. Authored all artifacts needed for future engagements: PowerPoint decks, training class outlines, environment preparation scenarios and scripts, cost consumption estimates, ROI analyses, roadmaps, Visio diagrams, and documentation.
- Lead Architect on largest project in company history: a Digital Transformation for one of the largest Unified School Districts in the US. Manage and advise on multiple concurrent workstreams, each with its own Architect and "white-glove" requirements.
 - Identity: Construct greenfield AD structure and 1-way sync from eDirectory. Through Identity Automation, configure sync between new on-prem AD, IA's cloud-hosted metadirectory, Azure AD, and Google Apps. Includes password sync & JIT.
 - Messaging: Migrate over 30,000 on-prem mailboxes and resources from GroupWise to Office 365 using Gwava Migration Toolkit and provision over 100,000 new Office 365 mailboxes.

- o OneDrive: Migrate ~100,000 Novell home directories to OneDrive.
- Lead Architect on a robust, fully HA Remote Desktop Services 2012 implementation leveraging new Connection Broker HA.
- Publicly presented Windows 10 and the new “One Platform” principle on behalf of Microsoft at the Los Angeles Microsoft Tech Mentors Forum. Converted 3 leads to project engagements.
- Lead Architect on Exchange Assessment for a growing entertainment industry company. Gathered requirements and provided step-by-step differences & ROI analysis between Exchange Online, on-prem Exchange 2016, and Hybrid.
- Lead Architect on Exchange 2010 to 2013 on-premise migration for large government agency. Designed server and database layout and PowerShell scripts to prepare environments, create databases and migrate data.
- Assisted with Prosum’s migration from on-prem Skype 2010 to Skype Online.

Word & Brown Companies Orange, CA

12/2014 - 08/2015

Enterprise Applications Engineer (Contract)

- Member of SAFe/Waterfall team to design, test, develop, and implement various high-level enterprise projects.
- Migrate Exchange 2010 to Exchange 2013 in an Enterprise-class, multi-forest, multi-domain environment. Interacts with Lync 2013 and two other forests with separate Exchange environments.
- Introduce new Cisco Cloud Email Security (CES) Filtering, from evaluation through to implementation.
- Author numerous PowerShell scripts for Exchange and AD environments. Examples: discover Storage Quotas, detailed Mailbox Reports, apply Retention Policies to large subsets of users, and automate new user provisioning.

Davis H. Elliot Company, Inc. Lexington, KY

05/2011 - 11/2014

Sr. Systems Administrator

- Design and implement project plan to migrate from a single Exchange 2003 server to a virtualized, load-balanced, highly available, and site-resilient Exchange 2010 farm. Secured external access via Outlook, web portal, or mobile device. Integrated with Barracuda Filtering & Archiving, AirWatch MDM, Blackberry Enterprise Server, and OCS 2007. Scalable to 2,500+ users.
- Led project to migrate existing OCS 2007 infrastructure to Lync 2013.
- Evolved disjointed, disparate terminal servers to centralized RDS RemoteApp with automated delivery, SSO, & external access.
- Subject Matter Expert for Active Directory, Microsoft Exchange, OCS / Lync, SCCM and related services.
- Implement and modify PowerShell 4.0 automation scripting for Exchange and SCCM.
- Create and instruct successful intra-company “Computer & iPhone Use” training class.
- Took initiative to implement Microsoft SCCM 2012 on existing spare hardware. Configured PXE deployment of system images to dissimilar hardware, saving ~330 manhours annually and releasing systems in hours instead of days.
- Led Windows 7 project in advance of Windows XP EoL. Included application readiness, deployment strategy and rollout planning, coordinating end-user communication, and deployment (SCCM) along with user data migration & application installs.
- Designed and implemented project plan to move to User State Virtualization profile system (Folder Redirection + Roaming Profiles) with existing infrastructure - no extra cost. For remote users, this included utilizing DFS shares.
- Develop documentation and network/office diagrams with MS Publisher and Visio.
- Planned and performed AD domain upgrade from 2003 to 2008 R2.

AlphaNet Computers & Communication, LLC Lexington, KY

06/2008 - 01/2011

Sr. IT Consultant and Systems Administrator

OfficeCare, LLC Milford, OH

12/2006 - 06/2008

Sr. IT Consultant

C-Forward, Inc. Covington, KY

08/2004 - 12/2006

IT Consultant

Gateway Community College Covington, KY

08/2003 - 08/2004

Help Desk and IT Technician

ITT Technical Institute Norwood, OH

11/2002 - 09/2003

Junior Systems Administrator