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Technology Services Manager with 10+ years of progressive hands-on experience in technology and 6 years in managing teams, cybersecurity, and network infrastructure administration; delivering measurable business outcomes through infrastructure modernization, cybersecurity program development, and cloud/hybrid transformation. Known for translating complex technical initiatives into clear business value, reducing risk, improving service delivery, white-glove service and enabling growth across government sectors, healthcare, and manufacturing organizations.

PROJECT OWNERSHIP AND KEY ACCOMPLISHMENTS

Network and Infrastructure Modernization

- Led enterprise-wide IT refresh standardization at multiple sites with MSP collaboration (servers, switches, firewalls, Wi-Fi APs), reducing organizational risk by 50%.
- Spearheaded migration of 650+ workstations to Windows 11 with minimal downtime, hardware lifecycle deployment standardization and strengthened endpoint security posture.

Construction and Technology Integration Projects

- Served as IT Project Manager for two large-scale building construction projects, overseeing end-to-end infrastructure planning: Wi-Fi, cabling, cameras, access control, and network buildout.
- Deployed Ingenico POS terminals across 10 sites with full PCI-DSS compliance integration and maintained 99%+ operational uptime.

Cloud and Data Protection

- Designed and managed hybrid Azure/Entra ID/Exchange/Intune environments with backup and disaster recovery solutions (Veeam and COVE) aligned to data immutability and business continuity requirements.
- Conduct regular restore validations and failover exercises to ensure data immutability, ransomware resilience, and rapid recovery aligned to business-critical operations.

Cybersecurity Program and Campaign Leadership

- Led NIST-aligned cybersecurity initiatives: standardized MFA, enforced baseline compliance, deployed email security (Mimecast/Defender), and onboarded KnowBe4 security awareness training.
- Reduced phishing click-through rates by 80% through simulated phishing awareness campaigns, governance policy development and end-user training via Defender, Knowbe4, and Mimecast.

Vendor, MSP, and Budget Management

- Managed annual IT budget exceeding \$1M+, achieving CapEx/OpEx optimization, infrastructure investments, security priorities and reducing operational spend by up to 30%.
- Negotiated and managed MSP relationships and vendor contracts, cutting IT spending by 50% while scaling operational capacity.

AI Modernization

- Currently leading implementation of Microsoft Copilot AI self-service agent initiatives to retrieve knowledge articles, modernize internal support, and improve team efficiency.
- Securing Copilot AI rollout by testing and enforcing data-governance guardrails via Purview.

EXPERIENCE AND TECHNICAL SKILLS

Network and Cloud Infrastructure Management

- Microsoft 365 ecosystem administration, Exchange Online, Azure, Entra ID, Intune MDM, Apple Business Manager, SharePoint, Teams, Active Directory, Virtualized Environments, Domain Controllers, Windows Server, VOIP platforms (8x8, Cisco Unity, 3CX).
- Enterprise network architecture and operations across Cisco, Aruba, Ubiquiti UniFi, Meraki, Ruckus, SonicWall, wireless networks, routing, switching, VoIP, access control, and physical security platforms.
- Governance, compliance, and audit readiness through the development of technical documentation, operational standards, asset management practices, and security controls.

Cybersecurity and Data Compliance

- Develop and maintain cybersecurity policies, standards, and procedures aligned with NIST Cybersecurity Framework, PCI DSS, PHI, HIPPA and organizational governance requirements.
- Supported enterprise security platforms including Microsoft Defender for Endpoint, CrowdStrike, SentinelOne, Mimecast, and KnowBe4 to strengthen threat detection, response, and user awareness.
- Lead vulnerability management, phishing simulation programs, security awareness training, and incident response initiatives to reduce organizational risk.

Endpoint Management, Patching, Asset Lifecycle Administration

- Supported enterprise endpoint lifecycle and device administration through Microsoft Intune, SCCM, Hybrid Entra ID, and modern device management best practices.
- Led administration and optimization of the EZO Asset Management platform, overseeing asset lifecycle management, inventory governance, reporting, and process improvements that enhanced asset utilization and operational efficiency.
- Oversee operating system and third-party application patching through Intune, Patch My PC, PDQ Deploy and NinjaOne to maintain security, compliance, and platform stability.
- Supported cybersecurity compliance initiatives, audits, and remediation efforts to strengthen organizational security posture.

IT Service Management and Copilot AI Enablement

- Oversee and optimize the Zendesk ticketing platform, including workflow automation, SLA management, reporting, and knowledge base development, to streamline support operations, improve service delivery, and enhance end-user experience.
- Develop and maintain IT governance frameworks, policies, standards, and procedures that support security, compliance, and scalable IT operations.
- Lead the implementation of Microsoft Copilot and Copilot Studio solutions to modernize self-service support, automate routine tasks, and enhance team productivity.

WORK EXPERIENCE

Technology Services Manager | DuPage County Health Department — Wheaton, IL Oct 2025 –Present

- Lead and mentor a team of 4 IT Support Specialists across 700+ endpoints and multiple county sites, driving SLA compliance and reducing ticket resolution times through structured coaching and workflow improvements.
- Govern Microsoft 365 environment (Azure, Entra ID, Intune, Exchange, Teams, SharePoint) with role-based access controls, strengthening identity governance and reducing onboarding/offboarding compliance risk.

- Oversee Zendesk ITSM, SCCM, EZO asset management, 8x8 VoIP, and Ysoft SafeQ cloud print management platforms.
- Spearheading Microsoft Copilot AI self-service initiative to modernize internal support operations, reduce tier-1 ticket volume, and improve staff productivity across the department.
- Stood up Veeam Backup and replication for Microsoft 365 (Exchange, Teams, SharePoint, OneDrive), eliminating reliance on native retention policies and establishing organization-controlled disaster recovery for all Microsoft resources.

IT Manager | Champion Packaging and Distribution — Woodridge, IL May 2024 – May 2025

- Administered Microsoft 365 (Azure/Entra ID, Intune, Defender for Endpoint) across 500+ endpoints and led the organization-wide MFA standardization rollout, reducing security risk by 90%
- Led a team of 2 IT Support Administrators supporting 4 sites and 500+ endpoints, establishing support standards and escalation processes that improved service consistency and team accountability.
- Configured and tuned CrowdStrike Falcon Complete EDR/MDR platform, strengthening real-time threat detection, incident response, and endpoint security posture.
- Configured Entra ID/Intune Hybrid setup using Azure AD Connect to enable co-management of identity and device policy between on-prem AD and cloud.

IT Manager | Northfield Industries — Schaumburg, IL Dec 2023 – Feb 2024

- Oversaw Microsoft 365 (Azure, Purview, Intune, Entra ID, Defender for Endpoint)
- Led deployment of Microsoft Defender for Endpoint to 400+ endpoints, improving threat visibility and incident response.
- Built IT roadmap and budget proposal to standardize network and technology operations

IT Manager | Des Plaines Park District — Des Plaines, IL Jun 2019 – Dec 2023

- Sole IT leader managing operations for 500+ users across 10 locations, overseeing Cisco/Aruba infrastructure, Ubiquiti Wi-Fi, and PCI-DSS-compliant Ingenico/Card Connect POS systems while maintaining 99%+ uptime across all sites.
- Collaborated with Operations, Finance, and Recreation Directors to develop a 5-year technology roadmap, aligning infrastructure lifecycle investments with capital budget cycles and long-range strategic priorities across 10 locations.
- Governed Microsoft 365 ecosystem (Azure, Purview, Entra ID, Intune, SharePoint, Teams)
- Configured and tuned SentinelOne AI EDR platform for endpoint threat detection, response, and security across the organization.
- Built and mentored a Help Desk Specialist role from scratch, establishing tiered support workflows and escalation procedures that offloaded routine Tier-1 volume and improved end-user response times across all 10 locations.
- Negotiated and managed vendor contracts for network infrastructure, telecommunications, and security platforms, consolidating service agreements to reduce annual IT operating costs while maintaining SLA-driven accountability.
- Delivered disaster recovery and business continuity planning efforts, implementing backup strategies and failover procedures that ensured critical systems and operations remained resilient across all sites.

EDUCATION

Bachelor of Science, Network Engineering and Security

DePaul University