

Caleb Wilson

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Professional Summary

Systems Administrator and IT Infrastructure Specialist with expertise in identity management, asset lifecycle management, networking and AV systems. Proven track record leading technical initiatives, and managing enterprise tools (Okta, ServiceNow, MDM, etc).

Professional Experience

Systems Administrator

Aptive Environmental November 2023 – Present

In 2025, played a pivotal role in moving corporate headquarters to a new location. During this time, I assisted in standing up network infrastructure, including installing switches and connecting workstation ports at the patch panel, utilizing 1-1 mapping ensuring clear visibility for troubleshooting. During this transition, I stood up the print server, commissioned our conference rooms and coordinated commissioning of our board room in collaboration with the executive team and our vendor. Also provided requirements for the AV system in the gym and theater room of the new building to ensure company communication needs are met and future proofed.

- Responsible for solving issues, driving enhancements, and improving support for all IT related functions.
- Drive service and project initiatives, including planning, execution, and delivery of projects, while also providing regular updates to management and partners
- Access management utilizing Okta admin portal. Document and manage approvals, ensuring proper security SoP's are followed.
- Provide support for digital signage via NDI and networking
- Identify and resolve technical issues with Software, Hardware and in-house applications
- Assists in identifying trends in continuing hardware, software, or systems problems.
- Documents user problems, resolutions, and new solutions for future reference.

- Maintain an accurate inventory of hardware and software
 - Performs core troubleshooting on hardware/software systems
 - Manage and deploy assets utilizing MDM enrollment and ServiceNow.
 - Design and Produce Hybrid Audio/Visual events for various sized events; up to 150 in person/300+ online viewers enabling communications globally.
 - Created a ServiceNow catalog item to streamline all AV requests
 - Improved ServiceDesk remote equipment deployment efficiency by automating shipping label creation utilizing ServiceNow Flows in combination with FedEx Shipment API
 - Mapped AV setups for company knowledge
 - Commission and Manage remote networks utilizing Unifi
 - Maintain Identity and Access Management (IAM) experience by automating workflows and utilizing least privilege access model
 - ServiceNow CSA Certification
 - Okta Administration Certification
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Apprentice Plumber

A-Quality Plumbing, Heating, Cooling Inc. May 2022 – July 2023

- Assisted licensed professionals in repairs, replacements, and installations following compliance codes.
 - Identified and resolved equipment issues and ensured worksite safety.
 - Maintained professional client communication and cleaned job sites on completion.
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Director of Compliance

Phusion Wellness September 2018 – May 2022

As the Director of Compliance at Phusion Wellness I helped drive growth, accuracy and efficiency. Through strong problem solving skills, dedication to accuracy and reliability, I enabled Phusion Wellness to expand into new regions. This helped lead the business to being named #325 on the Inc5000 list of the fastest growing businesses in America.

- Developed and enforced organizational compliance policies and procedures.
- Conducted audits and investigations to ensure regulatory adherence.
- Led compliance-related training and prepared detailed reports for executive oversight.
- Maintained workflow organization while managing large-scale compliance tasks.

Skills

- System Administration (Okta, ServiceNow, MDM)
- Network Management and Troubleshooting
- IT Security Compliance
- Incident Response and Documentation
- Technical Project Coordination
- Audio/Visual System Setup (NDI, Hybrid Events)
- Hardware/Software Support
- Customer/End-User Support
- Internal Auditing

Education

Desert Edge High School,
Goodyear, AZ

- Diploma