JUSTIN ROEDERER

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SUMMARY

USAF Veteran and AWS Certified Cloud Practitioner with a strong background in Tier 2 technical support and IT operations. Combines proven expertise in endpoint management (Intune, Action1) and root cause analysis with a growing proficiency in AWS serverless architectures and AI-assisted troubleshooting. Experienced in translating complex technical issues into standardized SOPs and leveraging Generative AI tools to optimize scripting and documentation workflows. Targeting a cloud support / cloud operations role to deliver secure, scalable solutions and AI-driven automation for customers.

CERTIFICATIONS

AWS Certified Cloud Practitioner (Dec 2025)
CompTIA Security+ CE (May 2024 - May 2027)
Google Cybersecurity Professional
Google CISO Cybersecurity Essentials
FEMA National Incident Management System (NIMS) ICS-100c
Microsoft MS-900 (Nov 2024)

WORK EXPERIENCE

Technical Support Specialist   Apr 2025 – Current
Xpressdocs, Fort Worth, TX

- Managed asset and license inventory using Snipe-IT, ensuring accurate tracking and compliance for enterprise hardware and software resources.
- Resolved and documented support tickets in Spiceworks, addressing hardware/software troubleshooting, password/MFA resets, security group management, and system updates via automated (Action1) and manual processes, improving system reliability and employee satisfaction.
- Automated employee onboarding and offboarding processes using PowerShell scripts, streamlining user account provisioning and deprovisioning in a hybrid cloud (Active Directory and Azure) environment.
- Leveraged Action1 for endpoint management, monitoring, and patch deployment, while supporting test deployments of devices using Microsoft Intune, enhancing device security and configuration efficiency.
- Contributed to Windows 11 test deployments for small user groups to ensure compatibility and performance in preparation for Windows 10 end-of-life, minimizing transition risks.
- Managed bi-monthly access control security audits via Jira, utilizing the Entrapass system to enforce the employee badge lifecycle (deactivation, destruction, and reporting) and maintain rigorous physical security standards.
- Authored and updated technical SOPs for system update procedures and Microsoft Autopilot device enrollment, standardizing processes and improving team efficiency.

Regulatory Compliance Manager & IT Support   Apr 2016 – Jun 2025
Integrity Ingredients Corporation, Torrance, CA

- Facilitated the transfer of key company assets from a private server to Microsoft SharePoint, resulting in a 20% reduction in storage costs and improved accessibility for team collaboration.

- Provided comprehensive technical support for Apple devices, resolving issues related to hardware, software, and VPN connectivity to ensure smooth operational workflows for employees.
- Developed and implemented compliance policies and standard operating procedures (SOPs) aligned with ISO and NIST standards, leading to a more efficient on-boarding by customers as a trusted supplier.
- Authored and maintained a suite of compliance documentation for a product catalog exceeding 500 items, ensuring accurate and up-to-date information is provided to customers.
- Conducted risk assessments on suppliers as part of the Corporate Social Responsibility Program, identifying and mitigating potential vulnerabilities in the supply chain.
- Consolidated over 50 individual documents into a unified standardized form per material, resulting in a significant reduction of over 7 GB in server storage and saving over 2,500 work hours through enhanced efficiency in document management.
- Prepared detailed internal audit and assessment reports, formalizing the supplier audit program to improve compliance and operational transparency.
- Led internal audits and assessments initiated by Fortune 500 customers, ensuring adherence to contractual and regulatory requirements.
- Guided the company through ECOVADIS qualification, achieving Bronze status in 2021-2022 and advancing to Silver in 2023-2024, demonstrating commitment to sustainable and ethical practices.

See linkedin.com/in/justin-roederer/ for full work history

PROJECTS

Project: Serverless AI-Powered Resume (AWS)
Source: justin-reflex.github.io/20260120-cloudresume.html
Technology / Skills Used: AWS S3, CloudFront, Lambda, API Gateway, Amazon Bedrock, Python, Terraform, Boto3

Project: Telstra Cyberattack Simulation
Source: justin-reflex.github.io/20240827-forage-telstra.html
Technology / Skills Used: Incident response, firewall logs, firewall rules, Python, Incident Postmortem

See justin-reflex.github.io/ for additional projects and write-ups

EDUCATION

Kaplan University   Apr 2009 - Jul 2012
Bachelor of Science - GPA 3.99
Psychology Major | President's List | Summa Cum Laude

MILITARY

US Air Force   Dec 2001 - Jun 2005
- Rank: SrA | AFSC: 9S100
- Analyzed satellite event data in a 24/7 operations center.
- Assisted with mock events: validated reporting & escalation procedures and updated playbook.
- Senior member of USAF Honor Guard: lead ceremonies, parades, and training.
- Awarded **Air Force Achievement Medal** for distinguished service in the base Honor Guard, displaying high expertise in several special high-visibility assignments.

SKILLS AND TECHNOLOGIES

Cloud: AWS (Certified Cloud Practitioner) • Amazon Bedrock • S3 • Lambda • API Gateway • DynamoDB • CloudFront • Route 53 • IAM • AWS CDK (Python) • IaC (Terraform)

OS & Endpoint Management: Windows 10/11 • Microsoft Intune • Entra ID (Azure AD) • M365 administration • Action1 RMM • macOS • Linux CLI (Ubuntu/Debian)

Security & Compliance: CompTIA Security+ • NIST • HIPAA • ISO 27001 • Vulnerability management

AI: Amazon Bedrock (Claude 3 Haiku/Sonnet) • Retrieval-Augmented Generation (RAG) • Python (Boto3) • Prompt engineering

Productivity & Collaboration: Technical writing & SOP creation • SharePoint • Jira/Confluence • Google Workspace • Adobe Acrobat Pro