

Robert Casto

IT operations leader with sixteen years across service delivery, infrastructure, identity, security and endpoint operations.

BOTHELL, WASHINGTON ROBERTMCASTO@GMAIL.COM LINKEDIN.COM/IN/ROBERT-CASTO ROBERTCAS.TO

Eastside Exterminators

IT LEADER

JUN 2026 TO PRESENT
BOTHELL, WA

- Sole IT owner for Eastside Exterminators, part of the Anticimex group, covering service delivery, infrastructure, security and compliance to Anticimex regional standards.
 - Corrected manager assignments for 91 employees in Microsoft Entra ID against Workday, so the org chart, approvals and access reviews run on accurate reporting lines.
 - Built a catalog of 26 business applications from service desk ticket data, giving the company its first inventory of what it runs and who supports it.
 - Built an ITIL-organized SOP library and runbooks so routine platform work no longer depends on one person.
 - Run the service desk across phone, portal and email against defined SLAs, alongside patching, antivirus, health monitoring and primary and secondary ISP relationships.
 - Maintain network, endpoints, Entra ID and Active Directory, Microsoft 365, print, DNS and DHCP, and lead site assessments and asset tracking from procurement to receiving.
 - Partner with hiring managers and vendors on onboarding, migrations and deployments, including new-employee IT onboarding.
-

Aircall

IT OPERATIONS MANAGER (CONTRACT)

AUG 2025 TO MAY 2026
SEATTLE, WA · HYBRID

- Owned the full onboarding and offboarding stack across Google Workspace, Okta, Zoom and 150+ SaaS tools. New hires were provisioned and ready on day one regardless of time zone or office.
 - Managed hardware lifecycle for 1,000+ global endpoints, covering procurement, configuration, shipping to remote employees and asset tracking. Worked directly with Finance and Procurement on budget forecasting and vendor decisions.
 - Partnered with the Infrastructure Security team on IAM policy and access controls, defining who has access to what, how permissions change when roles change, and how gaps are caught before they become incidents.
 - Reduced repeat incident volume through structured problem management, analyzing ticket trends to eliminate root causes rather than resolve symptoms.
-

Tessenderlo Kerley

SERVICE MANAGEMENT OFFICE LEAD, ICT

APR 2023 TO SEP 2025
PHOENIX, AZ · ON-SITE

- Raised SLA compliance from 76% to 96% in the first year, primarily by rebuilding triage and escalation workflows that had run on informal processes for years.
- Delivered the AV infrastructure refresh, Windows 11 migration and Zscaler deployment back to back. All finished on time and within budget, covering 1,000+ users across the US and Mexico.
- Managed \$5M in IT procurement across CapEx and OpEx, including vendor negotiations, contract renewals and annual budget forecasting with the Finance team.
- Built and managed a 10 person team split across the US and Mexico. Set measurable goals for each role, standardized processes across both sites, and held regular one to one meetings to keep performance consistent.

Also held: ICT Procurement Management, Jul 2023 to Sep 2025

Nextiva

HELP DESK MANAGER

AUG 2016 TO DEC 2022
SCOTTSDALE, AZ

- Grew the help desk from 1 to 15 people. Built the team, processes and reporting to support company growth from 200 to 2,800 employees across multiple countries.
- Deployed and administered Microsoft 365, Google Workspace, Atlassian, Okta and Mimecast while headcount grew fourteenfold.
- Served as primary escalation owner for all P1 and P2 incidents, leading response, coordinating across engineering and operations, and driving resolution across time zones.
- Built SLA dashboards and KPI reporting for the help desk, presented results to leadership regularly, and used them to make staffing and process decisions.

- Owned the IT department budget, including annual forecasting and mid year adjustments as headcount changed.

SiteLock

IT MANAGER

AUG 2016 TO JAN 2019
SCOTTSDALE, AZ · ON-SITE

- SiteLock, Nextiva and Unitedweb formed one employer group under Unitedweb as parent. I supported all three entities concurrently.
- Managed IT operations for a fast growing web security company, covering endpoints, network infrastructure and SaaS platforms across the organization.
- Supported rapid headcount growth by building repeatable processes for onboarding, offboarding and access management across corporate systems.
- Worked closely with the security team so that internal IT practices matched the company's external security posture, including access controls, least privilege provisioning and audit readiness.

Unitedweb

SYSTEM ADMINISTRATOR

MAY 2015 TO AUG 2016
SCOTTSDALE, AZ

- Unitedweb was the parent company of both Nextiva and SiteLock. I worked across all three entities rather than one at a time.
- Ran software license audits, managed Active Directory, and administered network infrastructure and file servers for a growing mid size organization.

StateServ Medical

SYSTEM ADMINISTRATOR

JAN 2011 TO FEB 2015
TEMPE, AZ

- Promoted from Level 1 support to system administrator within 10 months.
- Managed the full endpoint lifecycle, covering provisioning, configuration, upgrades and decommissions, for a healthcare company with strict compliance requirements.
- Procured, tracked and maintained company software, purchase records and usage to ensure licensing compliance, maintaining the license database and auditing the installed base against it.
- Conducted research on desktop products in support of PC procurement, and evaluated and recommended products for purchase.
- Administered all SaaS, network, Active Directory, application, security and file server systems.
- Project manager for the help desk migration from FogBugz to Zendesk, the email migration from Exchange to Google Apps, and the Integra cloud firewall and MPLS deployment.

StateServ Medical

LEVEL 1 SUPPORT TECHNICIAN

MAR 2010 TO JAN 2011
TEMPE, AZ

- Troubleshoot computer hardware and software including mobile phones, desktops, laptops and the Microsoft Windows environment.
- Troubleshoot server and client applications and basic TCP/IP communications problems, and prepared status reports for management.
- Analyzed desktop, laptop and system performance indicators to keep systems operating efficiently.
- Received and responded to service requests in a customer service oriented manner, acknowledging, prioritizing, tracking and documenting each one and keeping customers updated on status.

What I work in.

LEADERSHIP & SERVICE

ITSM · Incident Management · SLA Management · KPI Reporting · Help Desk Leadership · Vendor Management · IT Budgeting

PLATFORMS & SECURITY

Microsoft Entra ID · Okta · Microsoft 365 · Google Workspace · Intune · Active Directory · Zscaler · Mimecast · Zendesk · Jira

AUTOMATION & ENGINEERING

PowerShell · TypeScript · React · Python · Microsoft Graph API · GitHub Actions

CERTIFICATIONS

ITIL 4: Foundations and Framework, Logical Operations via Coursera, 2026
Google Project Management Professional Certificate, Google via Coursera, 2026
Google AI, Google via Coursera, 2026
Machine Learning Methods and Tools, IBM, 2026
Data Analytics for Machine Learning, IBM, 2026
AI Trailblazer: Ready to Shape AI, IBM SkillsBuild, 2026
Manager 101, Manager Method, 2026