

Jason Cassella

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SUMMARY

Senior IT professional with 4+ years of enterprise experience specializing in endpoint management, identity and access administration, and workflow automation. Sole on-site IT lead for DraftKings' NYC office supporting Windows, macOS, mobile, and AV environments. Experienced in Intune, Entra ID, Jamf, Microsoft 365, Active Directory, Exchange, and PowerShell, with a focus on endpoint lifecycle, access provisioning, compliance, and operational efficiency.

EDUCATION

SUNY Oneonta

Bachelor of Science - Computer Science
GPA: 3.62

Oneonta, NY

August 2017 - December 2020

PROFESSIONAL EXPERIENCE

DraftKings

Senior IT Services Technician

New York, NY

May 2025 - Present

- Sole on-site IT lead for DraftKings' NYC office, supporting 70+ employees across Windows, macOS, iOS, and AV environments.
- Administer Microsoft 365, Entra ID, Intune, and Jamf to manage identity, device compliance, access controls, and endpoint security across a hybrid enterprise environment.
- Develop and maintain PowerShell automation for identity lifecycle management, Microsoft 365 administration, and endpoint management, reducing manual effort and improving operational efficiency.
- Enable adoption of AI tools including Claude Code by providing setup, troubleshooting, and integration support for VS Code and other IDEs, helping employees leverage AI to improve productivity across the organization.
- Own end-to-end hardware lifecycle management, including procurement, provisioning, deployment, asset tracking, and secure decommissioning of enterprise devices.
- Provision and maintain role-based access controls (RBAC) across internal systems and SaaS platforms, ensuring secure and efficient user access.
- Serve as a trusted point of contact for junior technicians, providing ongoing guidance on company-specific systems, access ownership, internal processes, complex troubleshooting, and escalations.
- Collaborate with Endpoint Engineering, Security, and Corporate Operations teams to improve workflows, deploy tooling, and optimize internal IT operations.

Star Group LP

Service Desk Analyst

Woodbury, NY

April 2023 - May 2025

- Provided enterprise IT support for 900+ employees across Windows, macOS, M365, and SaaS platforms.
- Delivered white-glove executive support for C-level staff and managed AD accounts, group policies, and workstation deployments with MDT.
- Mentored junior analysts, serving as a resource for day-to-day support questions, internal processes, troubleshooting, and escalations.

TECHNICAL SKILLS

Endpoint & Systems: Jamf, Intune, MDM, macOS, Windows, Linux, Endpoint Lifecycle

Identity & Security: Entra ID, Active Directory, RBAC, MFA, Conditional Access

Productivity & AV: Google Workspace, Microsoft 365, Slack, Zoom, Conference Room AV

Automation & ITSM: PowerShell, Python, Freshservice, Ticket Escalation & Queue Management