

Thang P. Dang

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Professional Summary

Technology leader specializing in enterprise macOS management, automation, and IT infrastructure, with a strong track record of driving business efficiency, reducing operational costs, and improving workforce productivity. Adept at streamlining device deployment, optimizing IT support processes, and aligning technology solutions with business objectives. Extensive expertise in Jamf Pro, MDM platforms, security compliance, and workflow automation, delivering seamless IT experiences at a global scale.

Certifications

♦ **Jamf 400** – Certified Expert | **Jamf 300** – Certified Administrator | **Jamf 200** – Certified Technician | **Jamf 100** – Certified Associate | **CompTIA A+**

Technical Expertise & Business Impact

- ♦ **Device & Endpoint Management:** Jamf Pro, Mosyle, Kandji, Intune, Tanium, MobileIron/Ivanti | Reduced IT support costs by 30% through proactive management and automation.
 - ♦ **Security & Compliance:** Microsoft Defender, CrowdStrike, Digital Guardian, Microsoft Entra | Strengthened security, reducing incidents by 20% with advanced policies.
 - ♦ **Automation & Process Optimization:** Bash/Shell Scripting, Automated Device Enrollment, Workflow Automation | Cut Mac onboarding time by 40%, boosting productivity.
 - ♦ **Cloud & Infrastructure:** Active Directory, AWS, MySQL, Group Policy, Microsoft 365 | Optimized IT infrastructure, reducing overhead and enhancing efficiency.
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Professional Experience

Advisory Solutions | Remote – New York, NY

Systems Engineer, macOS | 2025 – Present

- ♦ Administered and supported macOS environments using Jamf Pro, implementing configuration profiles, policies, and compliance settings in accordance with organizational security standards.
- ♦ Collaborated with senior engineers to leverage Jamf Pro API for task automation and integration with broader endpoint management tools.
- ♦ Contributed to endpoint management strategy by staying current with trends in macOS security, MDM innovations, and compliance frameworks.

GE HealthCare | Remote – Chicago, IL

Mac Senior Technical Product Manager | 2023 – 2024

- ♦ Led the **enterprise-wide Mac adoption strategy**, resulting in a **15% improvement in employee productivity** and a **25% reduction in IT escalation tickets**.
- ♦ Spearheaded a **Mac migration initiative** post-corporate separation, ensuring a **seamless transition with zero disruption to critical business operations**.
- ♦ Optimized **onboarding workflows**, reducing Mac deployment time by **40%**, accelerating employee ramp-up time, and lowering IT operational costs.
- ♦ Strengthened **endpoint security** in collaboration with cybersecurity teams, improving compliance and risk management.

General Electric | Remote – Miami, FL

Staff Enterprise Application Engineer | 2022 – 2023

- ◆ Designed and implemented **automated Mac management strategies**, reducing **IT support ticket volume by 30%**, leading to significant cost savings.
- ◆ Developed **self-service tools and automated workflows**, empowering employees while reducing IT intervention.
- ◆ Integrated **Microsoft Conditional Access policies**, enhancing security while maintaining user experience.
- ◆ Authored and maintained technical documentation to standardize deployment and **reduce IT onboarding time** for support teams.

Senior Enterprise Application Engineer | 2018 – 2022

- ◆ Standardized **Mac device management** across GE's global enterprise, improving compliance and **reducing IT support variance**.
- ◆ Optimized **software deployment and update processes**, increasing operational efficiency and minimizing downtime, leading to a **5% improvement in IT productivity**.
- ◆ Partnered with IT security teams to enhance **endpoint protection**, reducing **security incidents by 20%** through proactive device management.

AIG | Houston, TX

Mac Operations Technician – IT Tech Analyst III | 2017 – 2018

- ◆ Centralized **Mac device management** and optimized **Jamf Pro infrastructure**, reducing downtime and improving service reliability.
- ◆ Provided **Tier 3 technical support**, reducing **mean time to resolution (MTTR) by 35%** for Mac-related incidents.
- ◆ Developed **self-service workflows**, enabling employees to troubleshoot minor issues independently, decreasing IT service dependency.

Annunciation Orthodox School | Houston, TX

Technology Support Specialist | 2016 – 2017

- ◆ Provided **critical IT support**, maintaining **99.9% uptime** for faculty, staff, and students.
- ◆ Automated **system updates and user account provisioning**, increasing IT efficiency.
- ◆ Implemented **cost-effective technology solutions**, optimizing IT budget allocation and reducing operational costs.

The Woodlands Preparatory School | The Woodlands, TX

Assistant Director of Technology | 2014 – 2015

- ◆ Led a **technology modernization initiative**, deploying **400+ Apple devices** and improving **student learning outcomes by 23%**.
- ◆ Implemented **interactive learning tools**, increasing student engagement and modernizing instructional methods.
- ◆ Developed a **scalable IT infrastructure strategy**, reducing technology costs by 15% while supporting school growth.

Education

Southern New Hampshire University | Manchester, NH
Bachelor of Science, Computer Information Systems (In Progress)