

Myles Hobdy

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Professional Summary

Systems Administrator and IT operations professional focused on making complex technology environments more reliable, observable, supportable, and governable. Experienced identifying operational gaps across enterprise systems and building the monitoring, integrations, automation, reporting, workflows, and controls needed to reduce ambiguity and improve day-to-day operations.

Background spans identity and access, endpoint and SaaS administration, observability, IT service management, systems integration, SQL, API-driven workflows, PowerShell, and operational governance. Effective at working across technical teams, vendors, system owners, and leadership to investigate complex issues, establish support models, and improve how technology services are operated.

Technical Domains

Systems Administration • Enterprise SaaS Administration • Identity & Access Management • Observability & Monitoring • Systems Integration • API Integration • PowerShell Automation • SQL • Operational Troubleshooting • IT Service Management • Incident & Problem Management • Change Management • Application & Service Intake • Technical Requirements Gathering • Operational Governance • ServiceNow • Tableau • Checkmk • ITIL

Professional Experience

Systems Administrator

Forney Independent School District, July 2025 – Present

- Improve the reliability and supportability of enterprise identity, endpoint, service-management, information-system, and operational-technology platforms by identifying dependencies, defining operational requirements, and resolving gaps in access, monitoring, integration, and governance.
- Investigated persistent asset-state discrepancies between endpoint-management and ITSM platforms, validating source-system data, isolating integration behavior, and coordinating vendor engineering efforts to restore reliable inventory synchronization.
- Led review and remediation of legacy identity groups by tracing downstream application dependencies, documenting access relationships, coordinating system-owner validation, and preparing obsolete groups for controlled retirement.
- Designed and implemented an ITIL-aligned change-management framework with standardized change types, risk classifications, approval expectations, documentation requirements, and operational controls for technical changes.
- Investigated Windows update failures affecting a large managed-device population by validating endpoint health, isolating download failures, testing network and CDN dependencies, and coordinating remediation across endpoint-management, network, and vendor teams.

Information Technology Support Coordinator

Forney Independent School District, July 2024 – June 2025

- Helped scale consistent IT service delivery across a district-wide support organization of approximately 25 to 30 technicians serving a large technology environment.

- Reduced inconsistency in support operations by coordinating escalations, ticket workflows, service practices, and day-to-day technical support activities across the organization.
- Improved the structure and manageability of help desk operations through workflow changes, configuration enhancements, and service-management process improvements.
- Worked across technical teams to resolve escalated issues, clarify ownership, and improve the transition of work between frontline support and specialized technical teams.

IT Consultant (Self-employed)

Fox Fern Solutions, September 2022 – September 2024

- Addressed visibility and governance challenges created by the consolidation of enterprise knowledge resources by developing ServiceNow dashboards for a major client following an acquisition.
- Defined reporting requirements and operational measures that allowed stakeholders to evaluate knowledge quality, ownership, utilization, duplication, and remediation priorities.
- Improved the manageability of enterprise knowledge resources by helping establish governance structures, documentation standards, ownership expectations, and process controls.

Channel Partner Specialist

Atlassian, July 2021 – December 2022

- Supported enterprise SaaS partner operations through onboarding, enablement, service coordination, and issue resolution across internal teams and external partners.
- Used operational reporting and service data to identify trends, clarify requirements, and support partner operations.

Process Analyst

Electronic Arts, April 2016 – April 2019

- Analyzed service operations, escalation patterns, customer experience, and workflow performance to identify process and service-improvement opportunities.
- Gathered requirements for Tableau-based operational dashboards by translating business questions, KPIs, and workflow needs into reporting specifications.
- Presented operational findings and curated reporting to cross-functional stakeholders and leadership to support decision-making and continuous improvement.

Selected Technical Project

Home Infrastructure Observability

- Operate a containerized Linux environment supporting monitoring, databases, reverse proxy services, file services, private networking, and application workloads, with centralized health monitoring and backup workflows.
- Implemented agent deployment, service discovery, application monitoring, and PostgreSQL integration to create centralized visibility into the health and availability of a multi-service infrastructure environment.
- Use the environment to expand hands-on systems administration and observability experience across Linux, networking, databases, containers, and application infrastructure.

Certifications & Education

Current Certifications: Microsoft Azure Fundamentals (AZ-900), Google Workspace Administrator Associate, ITIL 4 Foundations, Certified Knowledge Manager (CKM), Certified Scrum Master (CSM), Six Sigma Green Belt (SSGB)

Bachelor of Science in Game Design - Full Sail University (2019 to 2022), Course Director's Award in Technical Writing