

Scott Hepburn

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PROFESSIONAL SUMMARY

Strategic IT Leader with over 25 years of experience in enterprise infrastructure, automation, and team leadership. Proven track record of driving AI enablement strategies and managing complex SaaS tool ecosystems to enhance organizational productivity. Expert in optimizing vendor relationships, and leading high-performing teams to deliver scalable, secure enterprise solutions.

STRENGTHS

Technology Proficiency • Learning Agility • Process Improvement • Communication • Infrastructure Strategy • Team Collaboration • Leadership • Goals Orientated

WORK EXPERIENCE

IT Infrastructure and Enterprise Tools Manager

N2 Company | Noblesville, IN | 06/2023 – Present

- Lead and mentor two cross-functional teams (IT/App Support and SRE) to deliver high-impact enterprise tool outcomes and platform reliability.
- Drive AI enablement by integrating LLM capabilities into internal workflows, transitioning the SRE team to a structured sprint cycle for rapid automation deployment.
- Orchestrated the implementation of a new enterprise platform for automated ticket workflows, change management, and asset tracking, ensuring seamless data flows across systems.
- Partnered with project management to deploy a SaaS management platform, providing visibility into license expenditure and optimizing vendor relationships for cost-efficiency.
- Developed and enforced comprehensive IT governance policies and procedures, ensuring all enterprise tool implementations align with industry best practices and regulatory standards.
- Managed the migration of critical production systems to a modern data center, significantly improving VDI performance and disaster recovery capabilities for the enterprise.
- Collaborated with the CTO to realign team roles and compensation with market value, fostering a high-performance culture focused on modern Cloud Service Management.

Sr. IT Solutions Admin

Updater | Noblesville, IN | 04/2021 – 06/2023

- Migrated a HybridAD endpoint deployment into a pure AzureAD and Okta integrated solution to eliminate a legacy Windows AD system for endpoint management.
- Driven automation and efficient IT helpdesk practices for a fast-growing startup through Okta optimizations, FreshService documentation, and automated endpoint deployments.
- Provided operational and infrastructure support for a DevOps team with a primary focus on Linux administration and integration.

Sr. Automation & Platform Engineer

Genesys | Indianapolis, IN | 04/2019 – 03/2021

- Designed and implemented a new endpoint deployment process and management architecture utilizing Intune/MS Endpoint Manager.
- Developed application packages, certificate deployments, configuration profiles, and policies in line with IT Services and IT Security policies.
- Enabled dropship deployment of devices from vendor to end-user with automated setup, requiring no manual IT interaction.
- Began migration of devices from on-prem AD to AzureAD and integrated device inventory with ServiceNow.

Sr. Advanced Technical Support

AT&T | Noblesville, IN | 09/1999 – 04/2019

- Performed operational duties within a DevOps environment for a cloud-based telecom NFV vendor solution within AT&T's private OpenStack cloud.
- Deployed and maintained NFV solutions utilizing MongoDB, REST APIs, Nagios, and IaC via Ansible scripting.
- Acted as Team Lead for IP networking, Linux administration, and VM/hardware performance analysis.
- Managed maintenance and upgrade projects on clustered UNIX/Solaris server platforms hosting telecom services.

SKILLS

IT Infrastructure Management	Professional
Linux Administration	Professional
Endpoint Management	Professional
Application Support	Professional

Virtualized Environments	Professional
Project Planning & Management	Professional
Team Mentoring	Professional
Network Infrastructure	Limited
DevOps Support	Limited

EDUCATION

Electrical Engineering Technology | AS

Purdue University, West Lafayette, IN

Minor in Computer Technology

HOBBIES & REFERENCES

US Travel (visiting all 50 states), Coffee Roasting & Espresso, Homelab configuration, 3D Printing, and Local LLM experimentation.

References: Jason Douthit (Beckman Coulter), Jayson O'Neill (Intrado). Additional references available upon request.