

Sheenna Lee

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PROFESSIONAL SUMMARY

IT Systems Engineer with experience spanning on-site systems support, service desk leadership, and infrastructure/identity administration across healthcare, retail distribution, and MSP environments. Background in automating recurring IT operations (onboarding/off-boarding, documentation) and managing hardware fleets, identity/access systems, and incident resolution for end users.

CORE COMPETENCIES

Okta & Active Directory administration | Microsoft Intune & Windows Autopilot | ServiceNow incident & request management | Endpoint & device administration | Warehouse hardware (Zebra, Dell, mobile) | Onboarding/off-boarding automation | Technical documentation & knowledge bases | Java, Python, SQL

WORK EXPERIENCE

RH (Restoration Hardware)

Ontario, CA | April 2026 to Present

Associate Systems Engineer

- Providing on-site technical support as the sole engineer for a luxury furniture distribution center, performing initial assessment, triage, research, and resolution of first-level incidents and requests across warehouse and office operations.
- Logging and tracking incidents/requests from identification through resolution in ServiceNow, while engaging additional IT service resources for cases beyond first-level scope to ensure timely resolution and complete customer communication.
- Administering and maintaining warehouse hardware (Zebra RF guns, Zebra wireless and thermal printers, Dell desktops and laptops, and mobile devices), ensuring uninterrupted floor operations and reliability.
- Managing identity and access control through Okta, Intune, and Active Directory, overseeing device enrollment via Autopilot and technical onboarding and off-boarding to uphold system security and operational efficiency.
- Documenting resolutions and internal procedures while building out self-help and staff knowledge bases for support continuity.

San Bernardino County, Department of Behavioral Health

San Bernardino, CA | April 2024 to April 2025

Automated Systems Technician

- Administered and maintained data processing equipment for a department serving over a thousand employees, ensuring uninterrupted workflow and reliability.
- Developed and documented procedures for system support, setup, maintenance, backup, and security. Automated recurring tasks including parts of onboarding and documentation.
- Coordinated installation, deployment, maintenance, and upgrades of computer products and software, while training employees on new and existing applications.
- Managed identity and access control to uphold system security, compliance, and operational efficiency while overseeing technical onboarding and off-boarding through custom-developed automated processes.

TECHDOCS

Upland, CA | October 2021 to December 2023

Service Manager

- Managed and trained a team of technicians handling 50-100 daily IT support tickets and projects across Windows, Mac, and Linux platforms, with a focus on operational procedures, troubleshooting, and documentation.
- Facilitated major software systems updates and administrative overhaul with process improvements, resulting in boosted technician efficiency and customer satisfaction.
- Acted as the primary customer liaison for projects, translating client objectives into actionable plans and ensuring efficient project delivery.
- Collaborated with hardware and software vendors in procurement, asset management, and inventory control.

PROJECTS

CRM Application

Java, JavaFX, MySQL Server 8 | January 2023

Java application for appointment and customer management, uses JDBC to connect to an external MySQL database for all relevant data, and uses JavaFX for a user-friendly GUI.

Inventory Management Application

Java, JavaFX | February 2021

Java application that manages parts and products for an inventory management system, uses JavaFX for a user-friendly GUI. Ability to add custom parts and products with auto-generated IDs as well as selecting vendors.

EDUCATION

Bachelor of Science in Computer Science, *Western Governors University*

April 2024

CERTIFICATIONS

CompTIA Project+

March 2019

Axelos ITIL Foundations Certification

November 2020

SKILLS

Programming Languages: Java, Python, C++ , SQL (MySQL, PostgreSQL), PowerShell

Systems & Infrastructure: Windows, Mac OS, Active Directory, Okta, Microsoft Intune, Windows Autopilot, identity & access management, device enrollment, endpoint administration

IT Service & Hardware: ServiceNow, incident/request management, Zebra RF guns, Zebra wireless/thermal printers, Dell desktops/laptops, mobile device support, warehouse/distribution center hardware support

Other: Team management and training, vendor/procurement coordination, asset & inventory management, technical documentation and knowledge base creation

Languages: English (native), Korean (intermediate), Japanese (conversational)