

Dwight Banks

Senior Systems & Platform Engineer

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SUMMARY

Senior systems engineer with 10 years running corporate IT as production infrastructure: identity, endpoints, cloud and the automation that ties them together, all in code and reviewed in pull requests. Deep in Okta, Terraform, AWS, macOS and Python/TypeScript, with ownership from architecture to on-call. Recently building AI agent tooling on top of corporate identity, including self-hosted MCP servers and an LLM-assisted helpdesk. Known for cutting toil with automation that stays reliable after it ships.

- Took a self-service EKS/Lambda deployment platform live in five days, then scaled it across four GitHub orgs.
- Moved an Okta tenant to deny-by-default device trust across 142 apps with zero users losing access.
- Removed standing super-admin access with just-in-time elevation, auto-revocation and a full audit trail.
- Cut 10+ hours of weekly IT toil at a 120-person company through lifecycle and workflow automation.
- Author of open-source MCP servers for Jamf Pro, Cisco Meraki and SkuVault used by other IT teams.

EXPERIENCE

Senior IT Systems Engineer | XBOW

Mar 2026 – Present

- Built a self-service deployment platform that takes a GitHub repo to a running EKS or Lambda environment through reviewed Terraform and Helm pull requests, with Okta SSO, a GitHub App, a security-review gate and 1Password-to-AWS Secrets Manager sync. Live in five days, then extended across four GitHub orgs.
- Automated the identity lifecycle end to end on Okta: event hooks drive AWS Lambda pipelines for onboarding, offboarding (GitHub org removal as auditable Terraform PRs, mailbox handover tickets, Slack alerts) and a daily dormant-account scan across ~300 accounts.
- Eliminated standing Okta Super Admin with just-in-time elevation via a Slack command, EventBridge auto-revocation and a full audit trail.
- Moved Okta to deny-by-default device trust, migrating 142 apps to a policy that blocks unmanaged devices with no user losing access, and imported groups, rules, SAML/OIDC apps and authenticators into Terraform at zero diff.
- Built and operate a self-hosted Okta MCP server that lets IT query and change Okta from Claude, gated by Tailscale identity and Okta groups, scope-limited and audit-logged. Extended it to give an AI helpdesk agent read-only Okta context when drafting Front ticket responses.
- Run all IT automation as code on Terraform Cloud and AWS (Lambda, EventBridge, API Gateway, Secrets Manager, KMS, IAM) with GitHub Actions OIDC deploys: 165+ merged PRs across 14 repos.

Senior IT Systems Engineer | Global Healing

Aug 2021 – Feb 2026

- Owned IT for a 120-person e-commerce company: 300+ macOS and Windows endpoints, 20+ SaaS applications, identity, network and AWS, as the sole senior engineer.
- Designed and operated AWS automation and ETL pipelines on Lambda, S3, RDS (SQL Server), Redshift, EventBridge and CloudWatch with structured logging, retries, alerting and audit trails. Replaced a 10-hour-per-week manual inventory process with an event-driven pipeline running in seconds at 99.9% uptime.
- Built a multi-source data warehouse on Redshift integrating Amazon, eBay and Shopify APIs, with QuickSight dashboards used for daily operating decisions.
- Deployed an AI-assisted support system across Zendesk, Slack and AWS Bedrock that auto-grades 26K+ tickets a month at 95% consistency, cutting ticket resolution cost by 33% and agent onboarding time by 50%.
- Automated the identity lifecycle across OneLogin, Google Workspace, Active Directory, Jamf Pro and Slack (HRIS → identity → access → notifications), enforcing least privilege and removing access drift. Saved 10+ hours of IT toil per week.

- Administered and secured the Mac fleet with Jamf Pro: OS updates, app deployment, patching and CIS-aligned baselines. Implemented Jamf Connect with Google Workspace and OneLogin for identity-first login, and Jamf Trust and Private Access for Zero Trust network access.
- Operated Jamf Protect with Security for detection, investigation and remediation. Senior escalation point for macOS, Windows, SaaS, identity and network issues, with a root-cause-first approach.
- Maintained authoritative inventories of endpoints, access and IT-owned systems. Authored SOPs and documentation that kept systems audit-ready.

Infrastructure Engineer / System Administrator | Global Healing

Aug 2018 – Aug 2021

- Led the migration of on-premises Jamf Pro to a clustered AWS environment, defined in Terraform, and extended the corporate network into an AWS VPC with Cisco Meraki AutoVPN.
- Designed, deployed and operated Cisco Meraki network infrastructure with Cisco Umbrella for DNS-layer security, and Cisco Email Security Appliance integrated with Google Workspace for phishing and malware protection.
- Automated Jamf Pro builds and configuration changes with Git2JSS, GitHub Actions and Jenkins CI/CD pipelines.
- Administered Active Directory Domain Services in AWS supporting user lifecycle and legacy workloads, and managed macOS, Windows and Linux environments for business and operations teams.

Support Specialist | Global Healing

Dec 2016 – Aug 2018

- Delivered enterprise macOS support and ran backup and recovery with Code42.
- Automated device administration with shell scripts and reduced downtime through proactive maintenance.

OPEN SOURCE

- `jamf-mcp-server` (TypeScript · 39 stars · 20 forks): MCP server that lets Claude and ChatGPT manage Jamf Pro: search devices, deploy policies, run scripts, manage profiles and produce compliance reports.
- `cisco-meraki-mcp` (TypeScript): 55+ Meraki Dashboard API tools for AI assistants, with rate limiting, 80–95% token reduction and configurable auto-approval.
- `skuvault-mcp-server` (Python): MCP server for SkuVault inventory management with caching, rate limiting and safety confirmations for write operations.
- `claude-swarm` (Python): Orchestrates multiple Claude Code agents with fan-out, pipeline, hierarchical and competitive patterns.

SKILLS

Identity & access: Okta (Workflows, event hooks, device trust, Terraform provider), OneLogin, Google Workspace, Active Directory, Jamf Connect, Tailscale, SAML/OIDC, Zero Trust, JIT access

Cloud & infrastructure: AWS (Lambda, EKS, EventBridge, API Gateway, IAM, KMS, Secrets Manager, S3, RDS, Redshift, CloudWatch, Bedrock), Terraform / Terraform Cloud, Helm, Docker, GitHub Actions (OIDC), Jenkins

Endpoints & network: macOS, Windows, Linux, Jamf Pro / Protect / Trust, Mosyle, CIS baselines, Cisco Meraki, Cisco Umbrella, Code42

Languages & tooling: Python, TypeScript / Node.js, Bash, SQL, Git, Zapier, REST APIs

AI tooling: Model Context Protocol (MCP) servers, LLM agents, Claude API, AWS Bedrock, LLM-assisted helpdesk automation

CERTIFICATIONS & EDUCATION

Certifications: Jamf Certified Expert, Jamf Certified Admin, Jamf Certified Tech, Cisco Meraki Network Operator (CMNO), Lean Six Sigma Yellow Belt

Education: B.S. Computer Science, Jackson State University, 2014