JAMES SCIORTINO

IT SERVICE DELIVERY AND INFRASTRUCTURE LEADERSHIP

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IT infrastructure and service delivery leader modernizing enterprise networks, cloud platforms, and digital workplace services in the pharmaceutical industry. Aligns technology strategy with business priorities to strengthen security, operational resilience, and service quality. Leads internal and managed service teams to deliver infrastructure modernization, disciplined governance, and practical automation.

CORE EXPERTISE

People management | MSP oversight | IT service management | Change governance
Hybrid cloud operations | Endpoint lifecycle management | Network security | Infrastructure automation

PROFESSIONAL EXPERIENCE

ARVINAS

Sr. Manager, IT Services and Delivery Lead April 2025 - Present

- Lead a **three-person full-time delivery team** comprising **one employee and two dedicated MSP resources**, with broader oversight of **20+ consultants across two managed service providers**.
- Established a **ServiceNow CMDB** and **ITIL-aligned change management** in **2026**. Lead change management for infrastructure and IT service changes.
- Automated **new-hire onboarding and termination workflows** for employees and consultants using **Microsoft Power Automate**.
- Manage AWS and Azure cloud platforms and coordinate service delivery across cloud and on-premises VMware environments.
- Deployed **Windows Autopilot** and **Windows 365 VDI** for enterprise endpoint and desktop services.
- Led the enterprise ticketing migration to **ServiceNow**, standardizing workflows and improving reporting and service efficiency.
- Support and maintain a global Windows 11 endpoint fleet, including operating system hardening, vulnerability remediation, and security patching.
- Maintain IT governance and technical documentation while enforcing internal IT, cybersecurity, and audit requirements to reduce operational risk.

Senior Network Engineer February 2022 - April 2025

- Modernized campus LAN infrastructure with Cisco Meraki, dynamic VLAN assignments, network segmentation, and Cisco Catalyst 9500 core switching.
- Replaced SonicWall perimeter firewalls with Palo Alto Networks NGFWs and deployed Zscaler ZIA and ZPA for zero trust access on corporate workstations.
- Developed an SD-WAN strategy for site and cloud connectivity and redesigned Azure production virtual networks using a hub-and-spoke architecture.
- Implemented Cisco ISE network access controls and Cisco SGT-based micro-segmentation for on-site research workloads.
- Automated Meraki Assurance alerts through a Microsoft Teams bot and documented existing and planned network solutions.

EARLIER EXPERIENCE

PRESIDIO

Senior Network Engineer August 2021 - February 2022

- Developed REST API automation for Cisco DNA Center and IOS-XE and maintained an SD-Access QA environment to test features before production.
- Configured advanced Cisco ISE security capabilities and supported 802.1X deployment for Windows and macOS endpoints.
- Delivered technical learning sessions on DNA Center, ISE, and fabric wireless.

Network Engineer April 2019 - August 2021

- Contributed to an SD-Access LAN refresh for an Ivy League university spanning 400+ buildings, including Cisco DNA Center and fabric wireless deployment.
- Tested SD-Access designs for SDLC documentation; configured Palo Alto segmentation and supported Cisco ISE and F5 LTM architecture.

ALEXION PHARMACEUTICALS, INC.

Network Engineer March 2015 - April 2019

- Served as lead engineer for a CloudGenix SD-WAN deployment across 20+ global sites and provided Tier 3 routing, switching, and firewall support.
- Onboarded 250+ Cisco devices to Cisco ISE for TACACS+ administration.
- Managed offshore provider Accenture for daily operations and maintained network configuration items in the ServiceNow CMDB.
- Supported AWS VPC network and security design, deployed certificate-based GlobalProtect VPN, and worked with cybersecurity teams on security standards.
- Supported isolated manufacturing networks under a strict software development lifecycle (SDLC) framework.

CERTIFICATIONS

Active certifications

Certified Information Systems Security Professional (CISSP)	Since January 2025
Cisco CCNP Security	Valid through March 7, 2029
Cisco CCNP Enterprise	Valid through March 7, 2029
Cisco CCNA Automation	Valid through March 7, 2029

Previously earned

Microsoft Azure Administrator Associate	January 2021
Palo Alto Networks Certified Network Security Engineer (PCNSE)	April 2020

EDUCATION

Southern Connecticut State University | June 2010

Bachelor of Science in Sociology, honors; focus on statistical analysis

TECHNICAL SKILLS

Infrastructure: AWS, Microsoft Azure, VMware, Cisco Meraki, Catalyst, SD-WAN, LAN/WAN

Security and identity: Palo Alto NGFW, Zscaler ZIA/ZPA, Cisco ISE, ZTNA, NAC, Active Directory, Entra ID

Service and automation: ServiceNow CMDB and change management, Jira administration, Microsoft Power Automate, REST APIs

Endpoints: Intune, Windows Autopilot, Windows 365 VDI, Windows 11