Deshawn Mercer

PLATFORM ADMINISTRATOR

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Summary

Platform Administrator with 5 years of experience running identity and collaboration platforms for government contractors with up to 3,000 users. Manages Okta, SAML single sign-on, Microsoft 365 and Azure under FedRAMP controls, and builds Power BI reports from SQL data that show license use and access risk to leadership each month.

Skills

• **Okta** • **SAML** • **Microsoft 365** • **Azure** • **AWS** • **Terraform** • **Python** • **SQL** • **Power BI** • **Shell Scripting**

Experience

Platform Administrator 05/2023 - Present

Potomac Federal Solutions Arlington, VA

Federal IT contractor with 3,000 staff and a FedRAMP Moderate cloud.

- Administer Okta for 3,000 users and 140 apps, connecting 35 new apps through SAML and SCIM.
- Manage Microsoft 365 and OneDrive policies, reclaiming 400 unused licenses worth **$150K** a year.
- Provision AWS and Azure accounts with Terraform modules that meet FedRAMP baseline controls.
- Publish Power BI dashboards from SQL and Okta logs that track MFA coverage, now at 100% of users.

Systems Administrator 07/2021 - 04/2023

Fairfax Lane Consulting Fairfax, VA

Consulting firm with 900 staff in 5 offices.

- Migrated **900** mailboxes and file shares from on-premises Exchange to Microsoft 365 in 4 months.
- Wrote shell scripting and Python jobs that synced HR records to Azure AD every hour.
- Resolved 20 access tickets a week, using Okta logs to trace SAML and MFA failures.
- Documented 25 admin procedures for the help desk, cutting access escalations by 40%.

IT Support Specialist 06/2019 - 06/2021

Capital Beltway Tech Services Reston, VA

Managed IT provider for 15 client offices.

- Closed 30 tickets a day covering Windows, Microsoft 365 accounts and printers.
- Set up laptops and accounts for 200 new hires a year from standard images.
- Tracked 1,100 devices in the asset system and retired 150 out-of-warranty units.
- Enrolled 600 phones and laptops in Intune so lost devices could be wiped remotely.

Education

Bachelor of Science 05/2019

George Mason University Fairfax, VA

Information Technology

Certificates

Okta Certified Administrator 02/2024

Okta

CompTIA Security+ 11/2021

CompTIA