

Barry Ozer

Modernizing IT with AI.

IT Systems Operations Manager at OpenAI.

Alumni of Nextdoor, DoorDash, Hulu, and Apple.

Passionate IT SysAdmin, ITIL, & Agile SME.

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EXPERIENCE

Jan '24 – Present

IT Systems Operations Manager **OPENAI** San Francisco, CA

- Built the IT Systems Operations function from the ground up, managing 6 ICs
- Helped grow the IT organization from 7 to 80+ employees as a member of the Core Hiring Team
- Scaled run-state & resource processes through hypergrowth
- IAM Administrator across Entra (SSO/SCIM) and User Lifecycle
- Implemented and governed ITIL & Agile across XFN teams via JSM, Jira, and Incident.io
- Systems admin & ops across Entra, Google Workspace, Slack Grid, Jamf, Atlassian, GitHub, Terraform (IaC), and Notion
- Led M&A integration and implementation for IT Systems and Services: Federated Access, endpoints, and collaboration stacks unified for day-one business continuity
- Supported special projects across Research IP, Hardware Engineering, and Enterprise Security

Sep '22 – Nov '23

Lead, Information Technology **NEXTDOOR** San Francisco, CA

- Head of Corporate IT; managed a team of 5 engineers
- Owned operations, client engineering, procurement, and budget
- Led Okta OIE migration, IGA, Device Trust, and Zero Touch
- Established a Global IT Service Model for Help Desk, ITAD/ITAM, Office Buildouts/AV and Network Support Programs
- Spearheaded SaaS portfolio consolidation and ChatGPT Playground rollout
- Executed NYC & London site buildouts and full RTO program

Dec '18 – Sep '22

IT Technical Program Manager · Atlassian Admin **DOORDASH** San Francisco, CA

- Principal TPM for IT & CorpSec; led Scrum, OKRs, and SLAs
- Standardized ITIL programs, runbooks, and agile models
- Atlassian Org Admin & Product Owner (50+ Jira projects)
- Agile business partner to IT, Sec, HR, Legal, and Finance
- Led IT integration for the Caviar acquisition (M&A)
- Programs: Zero Trust, SaaS Mgmt, Vendor Risk, ELM, GRC

Dec '14 – Dec '18

Senior IT Support Analyst **ZEFR** Venice, CA

- Administered Okta, G-Suite, Azure AD/ADFS, and JAMF MDM
- Managed Meraki, Cisco, Palo Alto, VMware, and EMC Isilon
- Deployed Mitel/OnSIP VOIP and AV conferencing for HQ
- SaaS admin: Atlassian, GitHub, Slack, Datadog, NetSuite
- Ran onboarding, offboarding, ITAD, and asset management
- Authored the internal knowledge base and technical runbooks

'11 – '14

Technical Support Specialist · QA · Trainer **HULU** Santa Monica, CA

- First exposure to SaaS operations via Zendesk ITSM
- Moderated Hulu Support Twitter, Facebook, and forums
- QA'd mobile and living-room apps; liaised with dev teams
- Trained new hires; voted best Mentor by Hulu CS staff

'08 – '11

Sales Specialist · Certified Software Trainer **APPLE** Los Angeles, CA

- Generated \$500K+ in Hardware and Pro software revenue
- Certified trainer: Final Cut Pro, Aperture, OS X, iLife, iWork
- Mentored new hires on Apple Steps of Service
- Performed screen, RAM, and drive repairs and upgrades

PROJECTS

- Spearheaded rollout of enterprise AI productivity ecosystem (ChatGPT Enterprise, GitHub Copilot, Gemini, Claude, Notion AI, Atlassian Intelligence/Rovo), operationalizing AI across IT, Security, and GTM workflows
- Led IT M&A integration at DoorDash (Caviar) and OpenAI (io), delivering business continuity with Federated Access and core workspace migrations across Slack, G-Suite, and Notion
- Phased in Zero Trust (BeyondCorp Enterprise) and workforce virtualization across a global workforce
- Implemented Okta Identity Governance (IGA) and self-service access for faster access management and User Access Reviews (UARs)
- Established vendor risk, access governance, and security policy across SSO, SCIM, and SIEM

SKILLS

AI Tools & Automation Systems / SaaS Administration Scripting Workflow Design & Orchestration ITIL

Program Management Okta & Entra ID IAM / SCIM / SSO Jamf & MDM Meraki / Networking

M&A Integration Vendor Risk & GRC Budgeting & Procurement People Leadership

CERTIFICATIONS

ITIL 4 · Certified Scrum Master (CSM) · PSM I · Atlassian ACP-620 & ACP-420 · Google Project Management · Google Workspace Admin

EDUCATION

California State University, Northridge · 2005–2008
Dual B.A. – Media Management (CTVA) & Pan African Studies (Behavioral Social Sciences)