Praise Ajiboye

IT Manager · Senior Technology & Innovation Manager

Newark, NJ · praisepajiboye@gmail.com · (646) 409-1589 · linkedin.com/in/praiseajiboye

PROFILE

IT manager with 6 years of management experience, leading teams of up to 10. I run IT end to end for a multi-site organization: a $500K technology budget, 15+ vendors, support, devices, Microsoft 365 and identity, onboarding and offboarding, and security. I still take the hard tickets myself. Each move has widened my scope, from project management to regional operations to running IT. Healthcare taught me to work under HIPAA, protect sensitive data and support teams who can't afford downtime, and that discipline carries to any industry.

EXPERIENCE

Senior Technology & Innovation Manager

February 2026 to present

New Harmony Behavioral Health & Wellness Center · Newark, NJ

- Direct IT operations across three locations as the organization's senior technology manager: own a $500K annual technology budget, support 100+ employees, manage 15+ technology vendors, set the technology roadmap and write decision-ready proposals for the CEO.
- Cut annual technology costs by $24,000, software and vendor spend by 30%, and manual administrative reporting by 65%.
- Built and run a centralized IT service desk on SharePoint that handles 150+ requests a month, with a 15-minute average first response, 98% SLA compliance and 40% faster turnaround.
- Hired, mentor and supervise a junior IT assistant who now handles new-hire setup across Microsoft 365, Kipu EHR and RingCentral.
- Lead identity and access management across Microsoft Entra ID, Microsoft 365 and MFA, including the org-wide Intune enrollment and MFA rollout, and brought in vulnerability scanning through CISA Cyber Hygiene and OpenVAS.
- Provisioned and secured 20+ endpoints, and standardized device setup, onboarding and offboarding across Microsoft 365, Kipu EHR and RingCentral.
- Designed and built the staff intranet used by 100+ employees, bringing IT support, communications, HR and resources into one place, with role-based reporting on Next.js, React, Supabase (PostgreSQL) and Vercel. Self-service now resolves 35% of issues.
- Oversee security infrastructure including 56 surveillance cameras, and built a connected NFC badge time clock on a Raspberry Pi that resyncs after connectivity drops.
- Rebuilt the RingCentral main line with backup call queues and the 988 crisis line, and rolled out email-to-fax to every employee.
- Moved 24 policy and procedure binders into Relias, and review Kipu EHR audit logs and user access.
- Run the email newsletter and social channels: 88.9% open rate, list up 72% in one quarter, zero unsubscribes.

Healthcare IT Ops Specialist

January 2025 to February 2026

My Therapy Counselling & Wellness · New York, NY

- Provided Tier 1 and 2 support across Windows, macOS, Microsoft 365, VPN and Wi-Fi for clinical and administrative teams at multiple locations.
- Managed Microsoft 365 administration, user access and identity, device provisioning and EMR support for scheduling and documentation.
- Handled account access and MFA resets under security policy, protecting sensitive patient data.
- Led IT onboarding, wrote SOPs and desk guides, and coordinated vendors to resolve infrastructure issues.

Consultant Security Analyst
June 2024 to December 2024

MedAssist · Remote, contract

- Ran vulnerability scans, monitored security logs and supported incident response for healthcare systems.
- Reviewed access controls, documented findings and worked with IT leadership on HIPAA-aligned security and audit readiness.

Regional Operations Manager
March 2022 to January 2025

Spear Physical & Occupational Therapy · New York, NY

- Supported providers and staff across 5+ clinics, fixing scheduling and workflow issues and raising provider utilization 20%.
- Resolved billing and payer issues in Raintree EMR, improving collection efficiency 15%, and coordinated vendors across all sites.
- Moved records to a HIPAA-compliant cloud for 30% faster access, and was named Manager of the Year (SPEAR-IT Leadership Excellence Award, 2024).
- Built regional reporting in Tableau and Power BI, and automated reports with Power Automate.

Project Manager
May 2020 to March 2022

Kaizen Vibes · Jersey City, NJ

- Rolled out Jira, MS Project and Azure DevOps, and trained 100+ staff with different levels of technical experience.
- Coordinated 20+ cross-team projects covering system upgrades, process improvements and tool rollouts.
- Built Power BI and SharePoint dashboards, and automated HR onboarding workflows with Power Automate.

Cyber Incident Analyst, volunteer
December 2019 to April 2021

Memorial Sloan Kettering Cancer Center · New York, NY

EDUCATION, CERTIFICATIONS AND SKILLS

Education

Master of Science, Cybersecurity & IT Management
Maryville University, St. Louis, MO, 2025 · GPA 4.0

Post-Baccalaureate Certificate, Cybersecurity Incident Response
Maryville University, 2025

Bachelor of Science, Biological Sciences & Business Administration
SUNY Brockport, Brockport, NY

Certifications

- **Microsoft 365 Certified: Endpoint Administrator Associate (MD-102)**
- CyberSec First Responder (CFR-410)
- EC-Council Certified Incident Handler (E|CIH)
- Certified Help Desk Practitioner
- Professional Scrum Master I (PSM I), Scrum.org, 2025
- HIPAA Certification

Also

Publication
Cybersecurity in Healthcare: Protecting Patient Data, Cybersecurity Student Conference, 2024

Languages
English and Yoruba, both native

Skills

Support and ticketing
SharePoint ticketing, Jira, Confluence, Monday.com, escalation, vendor coordination

Microsoft and identity
Microsoft 365, Exchange Online, Teams, SharePoint, Entra ID, MFA, Conditional Access, passkeys

Servers and endpoints
Windows Server, Active Directory, Group Policy, DNS, DHCP, Windows, macOS, Intune, Autopilot

Network, cloud and phones
Firewalls, VPN, Wi-Fi, Azure, Azure Virtual Desktop, Hyper-V, backups, RingCentral

Security
Incident response, vulnerability scanning (CISA, OpenVAS), log monitoring, access reviews, Wireshark

Healthcare systems
Kipu EHR, Raintree EMR, Relias LMS, HIPAA and PHI handling

Build and automate
PowerShell, Power Automate, Zapier, Next.js, Supabase, GitHub, Vercel, Raspberry Pi

Data and reporting
Excel, SQL, Tableau, Power BI