

Connor Aguilera

System Admin & IT Project Manager

Connoraguilera.com | connoraguilera@gmail.com | 714.386.8070 | Mission Viejo, CA

About

IT professional with **7+ years of experience** and a background in cross-functional program management, enterprise tooling, and technology integration. **PMI Certified Associate in Project Management**, with hands-on experience managing AI and **software integrations across business functions**. I've driven integrations with platforms like **Workday, Salesforce, Slack and ServiceNow**, built dashboards to track adoption and performance, and iterated on solutions using KPI insights and stakeholder feedback.

I've **helped establish AI Enablement programs, supporting the rollout of Enterprise ChatGPT** and leading efforts to upskill employees on effective AI usage. My work has focused on driving operational efficiency through automation, user education, and scalable processes. In every role, I've worked closely with engineers, architects, and business leaders—bringing a customer-centric approach to projects involving new technology intake, compliance reviews, asset and capability tracking, and tooling optimization.

Work Experience

Alteryx

AI Business Systems Analyst & Associate Project Manager | August 2024 – Present | Irvine, CA

- Lead the project management of Barista, Alteryx's custom, internal AI chatbot which resolved 70% of level one IT support tickets without human intervention, saving 200+ weekly hours of IT support.
- Supported the development of IT's enterprise AI program, integrating enterprise ChatGPT and AI softwares across Legal, HR, IT, Finance, Marketing, and Product teams, while driving continuous AI enhancements within Barista.
- Manage software integration projects, integrating AI tools into ServiceNow, Workday ERP, Salesforce CRM, LMS platforms, Atlassian, SharePoint, and ServiceNow.
- Support the Project Management Office by tracking strategic initiatives in Asana and ensuring cross-functional alignment with Information Security teams, applying both Waterfall and Agile methodologies to manage timelines, dependencies, and delivery milestones.
- Collaborated cross-functionally with all departments to gather scope, security, and dependency requirements for new software integrations, ensuring alignment with business objectives and IT standards.
- Developed dashboards to track AI platform usage and KPIs, uncovering adoption trends and data quality gaps to drive accountability and improvement.
- Initiated monthly workshops to train team members on new AI integrations; increased user satisfaction with the Barista chatbot by 20% as feedback mechanisms were refined for continuous improvement.

- Orchestrated enterprise-wide documentation strategy for AI-driven systems, ensuring reliable, up-to-date content availability to 2,000+ employees across all business units and improved knowledge curation.
- Regularly coordinate with virtual agent platform vendors to administer, optimize, and scale chatbot (Barista) capabilities and integrations by leveraging user feedback and data to guide continuous improvement efforts.

Alteryx

Senior Executive Support Technician | May 2022 – August 2024 | Irvine, CA

- Founded and led the Executive Support function, streamlining IT support operations and workflows for global C-Suite executives, SVPs, VPs, administrative assistants, and legal teams.
- Integrated ITIL-aligned processes into IT projects to ensure standardized incident, change, and problem management, improving service reliability and stakeholder satisfaction.
- Managed end-to-end hardware and asset lifecycle for Executive-level users, ensuring accurate tracking of assigned devices and implementing data privacy practices aligned with data retention and legal hold policies.
- Led procurement of VIP-specific hardware and office assets to support executive custom setups for both offsite events and in-office environments, ensuring seamless functionality and personalized IT support.
- Managed onboarding projects for C-Suite, SVPs, and VPs by developing and executing a comprehensive SOP and configuring executive-level Identity and Access Management (IAM) , streamlining account provisioning and reducing access issues during transitions.
- Built dashboards to visualize Service Desk ticket resolution trends and process efficiency over time, enabling the discovery of knowledge and workflow gaps that led to targeted process improvements.
- Provided white-glove technical support for critical live events such as earnings calls, investor briefings, global meetings, and board meetings.
- Administered MS Exchange, Active Directory, and MDM platforms while also providing technical support for both Mac and Windows hardware and software.
- Managed conference room AV technologies (Crestron, Zoom, Teams), overseeing new room builds and maintaining existing systems to ensure seamless meeting experiences.
- Achieved a 100% Net Promoter Score (NPS) during tenure, leading the IT team in customer satisfaction.

Invoy

Lead Device Specialist/ Client Feedback Expert | Sep 2020 – May 2022 | Irvine, CA

- Led the Technical Support and Client Feedback portion of the Client Experience team, ensuring all reported application and device issues were documented, investigated, and resolved within SLA deadlines.
- Gathered and synthesized client feedback into actionable tickets for feature requests, bug fixes, and general improvements, resulting in direct changes to the platform.
- Worked with leaders across the organization's Hardware and Software development teams to ensure the feedback provided by our user's were defined into actionable changes to the hardware and software of our device.

- Founded this role, defining job scope, metrics, SLA goals, and Standard Operating Procedures, which enabled support for over three times the number of clients.
- Hosted User Studies to collect critical clinical research data for new acetone detection chemistry batches and collaborated with software and hardware development teams to prioritize features based on user feedback and common issues.
- Developed client outreach strategies to understand client preferences and expectations, working with clients to troubleshoot, triage, and permanently fix bugs, glitches, and hardware malfunctions in the Invo app and device.

Uber's Advanced Technology Group

IT Support Technician | Sep 2019 – Sep 2020 | San Francisco, CA

- Provided IT and AV support for Uber ATG's custom-built Pier 70 R&D facility in San Francisco's Dogpatch
- Managed computer assets through their entire lifecycle by tracking their location, owners, and work to retain sensitive information that they may contain.
- Integrated custom software solutions to custom built windows and linux desktop systems to ensure all new employees have the tools needed to process the R&D datasets
- Provided technical support for the employees in the Uber ATG Pier 70 office Administered remote troubleshooting for employees located in Uber ATG Pittsburgh offices.
- Managed internal networks by configuring firewalls, DNS, DHCP, and NFS service.
- Worked in Jira to address all tickets submitted to the IT queue.
- Troubleshoot hardware and software of MacOS, Windows, and Linux computers.
- Built desktop towers requested by Engineers and Developers to process large amounts of data Imaged, provisioned, and deployed Mac, Windows, and Linux computers.

Education

San Francisco State University

Bachelor of Science: *Computer Science*

Certifications

- *Currently Pursuing:*
 - COMPTIA Security+
 - ISC2 Certified in Cybersecurity
 - OCEG: Governance, Risk, and Compliance Professional
- PMI Certified Associate in Project Management (CAPM)
- Apple Certified iOS Repair Technician
- Apple Device Support Certification
- Alteryx Designer Core Micro-Cert
- JAMF 200 Certified