

COREY JONES

Corpus Christi, Texas • 361-484-8833 • Corey.Jones.CJ@Gmail.com • coreyjones.net • linkedin.com/in/mrcoreyjones

Technical Account Manager for an 80+ client MSP portfolio with 3,600+ managed endpoints, hands-on with Microsoft 365, Intune, Autopilot, Entra ID, and Okta, and builder of HIPAA, PCI-DSS, CMMC, and NIST 800-171 compliance programs. About 10 years in IT, from the U.S. Air Force to 160+ remote drilling sites. CCNA and Security+ certified.

CORE COMPETENCIES

Endpoint & Identity: Intune • Autopilot • Entra ID • Okta • Datto RMM • Active Directory & GPO • M365 • Azure

Security & Compliance: HIPAA • PCI-DSS • CMMC • NIST 800-171 • Zero Trust • IAM • Network Security

Networking & Systems: Routing & Switching • DNS/DHCP • VLANs • LTE/VSAT • Windows Server • Virtualization

Client & Tools: Technical Account Management • Client Onboarding • Salesforce • Excel • Microsoft Copilot

PROFESSIONAL EXPERIENCE

Technical Account Manager (promoted from Technical Alignment Engineer)

Feb 2026 – Present

Straight Edge Technology, Inc. | **Corpus Christi, TX**

- Built the Technical Account Management function across an 80+ client portfolio with 3,600+ managed endpoints in Datto RMM, moving accounts from reactive support to proactive governance.
- Took over new-client onboarding, redesigned the workflow for consistency, and onboarded 8 new clients.
- Designed a multi-framework compliance program (HIPAA, PCI-DSS, CMMC, NIST 800-171) that standardized controls and documentation across clients; built a full CMMC Level 1 evidence package.
- Automated device onboarding with Intune and Windows Autopilot and shipped 100 laptops for zero-touch setup; deployed greenfield infrastructure for a 100-employee law firm with Okta federation and BYOD policies.
- Lead executive stakeholder meetings that turn Intune, Autopilot, and Okta requirements into roadmaps.

Rig Technology Technician II

Dec 2022 – Jan 2026

Helmerich & Payne | **Remote**

- First line of support for 160+ remote drilling sites in 4 countries, as the sole technician on each 12-hour shift.
- Owned every issue through resolution, tracking incidents in Salesforce; about 80% were mission-critical to drilling operations, with ~70% resolved on first call.
- Troubleshoot routing, switching, wireless bridges, LTE/VSAT, DNS, DHCP, VLANs, telemetry, and authentication.
- Supported rig operations through the Red Lion global outage; improved uptime by fixing recurring network issues and standardizing hardware configurations.

Sr Helpdesk Technician

Mar 2021 – Oct 2021

BWH Hotel Group | **Remote**

- Primary escalation point for enterprise users on access, connectivity, VPN, Wi-Fi, Active Directory, and authentication issues; documented work in an ITIL-aligned ticketing system for SLA compliance.
- Fixed root causes of recurring connectivity and app issues and streamlined troubleshooting docs.

System Administrator

Apr 2018 – Jun 2020

Professional Packaging Systems

- Supported 85 users at 2 sites; ran servers, VMs, network, phone, DVR systems, and Active Directory.
- Led desktop and helpdesk support, reducing downtime with faster diagnostics and escalation.

Client Systems Technician (Senior Airman, E-4)

Jan 2015 – Mar 2018

United States Air Force | **Altus AFB, OK**

- Supported workstations, networks, and accounts for up to 9,500 users in a high-security DoD environment.
- Handled device imaging and lifecycle work; reported and resolved security incidents per cybersecurity directives.
- One deployment; Joint Service Achievement Medal, GWOT Expeditionary Medal, AF Good Conduct Medal.

CERTIFICATIONS, TRAINING & PROJECTS

Certifications: Cisco CCNA (2025) • CompTIA Security+ ce (2025)

Training: USAF Basic Military Training; IT Fundamentals; Client Systems; Client Systems A+ Certification Apprentice

Homelab: Proxmox lab with VLANs and OSPF/BGP routing • Docker, Traefik, Uptime Kuma, and Ansible automation