

# KARL WHEATON

IT Professional | Security Operations

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CompTIA Security+ • CompTIA A+ • Microsoft Certified: Azure Fundamentals

## PROFESSIONAL SUMMARY

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IT professional with 15+ years of progressive experience spanning customer-facing technical support, infrastructure operations, and enterprise security. Currently leading a security operations team focused on security deliverables, identity and access management, and process standardization. Combines strong technical aptitude with proven leadership, exceptional problem-solving, and a track record of building tools and documentation that scale team operations.

## TECHNICAL SKILLS

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**Scripting & Automation:** PowerShell (WinForms/WPF GUI development), ServiceNow workflow automation

**Identity & Access Management:** Active Directory administration, IAM/PAM operations, Secret Server, Tanium, Sailpoint

**Service Management:** ServiceNow (catalog automation, ticket triage), incident response, knowledge base authoring

**Endpoint & Productivity:** Windows XP through 11, Microsoft Office Suite, Microsoft Teams Rooms, Airwatch, Q-Sys, Palo Alto Cortex

**Additional:** Hardware and software installation, process documentation, 60 WPM typing

## PROFESSIONAL SKILLS

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Team leadership • Operational cadence development • Process documentation and standardization • Cross-functional collaboration • Customer service excellence • Critical thinking and analysis • Strong written and verbal communication

## PROFESSIONAL EXPERIENCE

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**INTEGRIS Health** Oklahoma City, OK

*Security Operations Lead* July 2026 – Present

- Lead a security operations team of 7 analysts supporting Active Directory administration, IAM/PAM operations, and incident response across the enterprise.
- Drive the team's automation strategy, overseeing development of PowerShell-based tooling and ServiceNow-integrated workflows that standardize account provisioning, AD administration, and routine security operations tasks.
- Establish team operating cadence and documentation standards, including automated daily stand-up workflows and a growing library of standard operating procedures, knowledge base articles, and process diagrams.

**INTEGRIS Health** Oklahoma City, OK

*Security Support Analyst* January 2025 – July 2026

- Designed and built a suite of PowerShell WinForms/WPF GUI tools for the security operations team, covering account lockout investigation, privileged (admin and vendor) account provisioning with Secret Server integration, AD group membership comparison and reconciliation, and local admin auditing via Tanium.
- Developed ServiceNow catalog item automations that trigger PowerShell-based account provisioning workflows, standardizing requests and reducing manual handling by the security team.
- Authored knowledge base and standard operating procedure documentation (KB/KPSW articles, vendor review process swim-lane flowchart) to formalize team processes and reduce single-points-of-knowledge.

**The HCI Group (contracted to INTEGRIS Health)Oklahoma City, OK**

*Field Services Technician II*May 2023 – January 2025

- Provided advanced technical support to the CEO and senior leadership team at INTEGRIS Corporate Tower.
- Facilitated Microsoft Teams Rooms meetings by ensuring proper room setup, launching meetings, and troubleshooting audio/visual issues.
- Delivered technical support to end-users via phone, email, and in-person, troubleshooting hardware, software, and network issues.
- Prioritized high-urgency requests and streamlined communication channels to achieve a 15-minute response window for the Executive Leadership Team.
- Demonstrated strong organizational skills sorting and categorizing scrap IT equipment for efficient and compliant recycling.

**The HCI Group (contracted to INTEGRIS Health)Oklahoma City, OK**

*Field Services Technician I*July 2022 – May 2023

- Provided technical support to the INTEGRIS Cancer Institute and surrounding clinics, including Lakeside Women's Hospital.
- Leveraged ServiceNow to triage and route 50 tickets per day, prioritizing high-severity issues to minimize customer impact.
- Provided comprehensive IT and technical support for the INTEGRIS Corporate Tower, encompassing over 400 users.
- Collaborated with local technicians, supporting their ticket queues, providing on-the-job training, and escalating to next-level support when needed.

**HD Supply (Home Depot subsidiary)Oklahoma City, OK**

*Warehouse Associate*December 2021 – July 2022

- Configured new IT equipment brought in for the merger of HD Supply and Home Depot.
- Facilitated unloading and loading of freight across a fleet of 11 trucks.
- Supervised a team of 7 drivers in daily processes and procedures.

**The Home DepotOklahoma City, OK**

*Warehouse Associate II*October 2020 – December 2021

- Organized new computer and printer installs throughout the building.
- Maintained maintenance documents per DOT for a fleet of 7 trucks.
- Served as certified lift equipment trainer, responsible for training incoming associates.

*Receiving Supervisor*December 2018 – October 2020

- Responsible for receiving and unloading all incoming freight from multiple vendors.
- Piloted a new unload process for the entire company.
- Managed a team of 15 associates including the overnight shift.

*Key Carrying Department Supervisor*December 2016 – December 2018

- Assisted in opening and closing of the \$40M store.
- Led opening and closing meetings for the entire store.
- Trained new trainers on all heavy lift equipment.

*Front End Supervisor*October 2014 – December 2016

- Supervised 25+ people on the front end of the store.
- Served as Safety Captain of the InFocus Team for 18 months, leading the store to 300+ days without an OSHA recordable incident — the longest streak in over 10 years.

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**EDUCATION**

**High School Diploma** — Riverdale High School, Fort Myers, FL2005