Sophia Calvert Director of IT

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PROFILE SUMMARY

- **Director of IT** with **14 years** in enterprise IT, running field technology for United Rentals' **1,500+ North American branches**, their yards and field teams, with a **$41M** annual budget.
- Sets the standards for **Microsoft 365** and **Okta** identity, Intune and **Jamf Pro** for laptops, tablets and phones, Microsoft Azure, Fortinet SD-WAN, ServiceNow, CrowdStrike Falcon and Power BI across every branch.
- Expert in **multi-site IT operations** at scale, from standard branch builds and acquisition integration to MSP contracts and the **SOX IT general controls** a public company is audited on every year.
- Partners with the **CIO**, regional vice presidents, Finance, HR and Internal Audit, presents a quarterly field IT scorecard to operations leadership and works with Legal on **SEC cyber disclosure** readiness.
- Leads **3 managers** and 64 staff across the service desk, field support and branch networks, and filled **2 manager roles** from inside the team through a written leadership track.

TECHNICAL SKILLS

IT Service Management:	ServiceNow (ITSM, CMDB), ITIL 4, SLA Management, Change Management, Problem Management
Identity & Productivity:	Microsoft 365, Okta, Microsoft Entra ID, Active Directory, Single Sign-On, MFA
Endpoint Management:	Microsoft Intune, Jamf Pro, Windows Autopilot, Apple Business Manager, Android Enterprise
Infrastructure & Cloud:	Microsoft Azure, AWS, VMware vSphere, Fortinet SD-WAN, Cisco Meraki, Veeam
Security & Compliance:	CrowdStrike Falcon, SOX IT General Controls, NIST CSF, SEC Cyber Disclosure Rules, KnowBe4
Budget & Procurement:	IT Budgeting, Vendor Negotiation, Contract Renewals, MSP Management, Device Leasing, TCO Analysis
Project & Reporting Tools:	Power BI, Jira, Smartsheet, Microsoft Project, Confluence

EDUCATION

University of Connecticut — **MBA (part-time program)** — Stamford, CT · Aug 2015 to May 2018

University of Connecticut — **B.S. in Management Information Systems** — Storrs, CT · Aug 2008 to May 2012

WORK EXPERIENCE

United Rentals — **Director, Field Technology Services (promoted 2022)** — Stamford, CT · Apr 2019 to Present

- Cut branch network and mobile carrier vendors from 6 to 2 and renegotiated device leases, saving **$3.7M a year** on a $41M field IT budget.
- Brought the branches from the March 2024 **Yak** acquisition onto Okta, the standard branch build and the company service desk in 7 months, finishing **2 months** ahead of the integration plan.
- Wrote the **3-year branch technology roadmap** the CIO approved in 2023 (one branch build, tablets in every yard, cloud-hosted branch apps), retiring **1,140 branch servers** by mid-2026.
- Rolled out **Okta** MFA to every branch user, including shared yard tablets, and moved quarterly access reviews into ServiceNow, ending with **0 SOX IT control deficiencies** in 2024 and 2025.
- Started quarterly reviews with each regional vice president using a **Power BI** scorecard of branch outages, ticket times and spend, and their ranked request list cut unplanned projects by **43%**.

Pitney Bowes — **Manager, IT Infrastructure Services (joined as Systems Analyst)** — Stamford, CT · Jun 2012 to Mar 2019

- Led the move of 460 servers from an aging Connecticut data center to colocation and **AWS** over 14 months, cutting yearly hosting costs by **22%**.
- Brought the regional help desks onto one **ServiceNow** instance with ITIL incident and change processes, raising first-contact resolution from 58% to **77%**.
- Managed **11 infrastructure engineers**, hired 6 of them, and set up an on-call rotation with runbooks that cut after-hours escalations to senior staff by **52%**.