

Aidan Clotworthy

Endpoint & Identity Engineer | Apple, MDM, Infrastructure Projects

Client-facing infrastructure engineer focused on endpoint modernization, MDM transitions, identity/service integrations, and practical systems improvement in real client environments. Strongest hands-on experience is in Apple-heavy environments, Workspace ONE/Addigy administration, deployment workflow improvement, and stakeholder-facing technical project work.

CERTIFICATIONS

Addigy: ACE • Azure: AZ-305, AZ-700, AZ-104 • CompTIA Security+, Network+, A+

PROFESSIONAL EXPERIENCE

Community IT Innovators (MSP) | Washington, DC

Network Engineer

Dec 2025 – Present

- Lead client-facing infrastructure and endpoint improvement work for major nonprofit clients, with recurring on-site ownership and trusted technical relationships at DC Public Charter School Board and The Stimson Center.
- Led DC Public Charter School Board's macOS management migration from Workspace ONE to Addigy, building ABM/ADE enrollment workflows, deployment scripting, and policy structure that reduced Mac provisioning from 1.5–4 hours of manual setup to roughly 20 minutes of zero-touch deployment.
- Design and support identity and service integrations across Microsoft 365, Entra ID, Exchange Online, and Okta, including SSO/provisioning flows, application access scoping, and service-account governance for business-critical workflows.

Community IT Innovators (MSP) | Washington, DC

Network Administrator

Oct 2023 – Dec 2025

- Supported infrastructure and endpoint operations for 20+ nonprofit organizations across Microsoft 365 administration, identity operations, endpoint management, and escalated support within MSP SLA targets.
- Administered Intune/Autopilot, Workspace ONE, Addigy, and N-central deployments, using automation to streamline patching, configuration, and device management.
- Implemented Okta SAML SSO and SCIM provisioning for a production SaaS application (Wrike), coordinating DNS, API tokens, group assignment logic, service-account setup, and documentation.
- Maintained 100% positive client satisfaction ratings while handling escalated support and infrastructure issues.

MLS Educational Consultants | McLean, VA

IT Systems Administrator

Sep 2019 – Oct 2023

- Led a WLAN overhaul including wireless site surveys and heat-map analysis to improve throughput, coverage, and day-to-day reliability.
- Hardened network security by deploying ACLs, IPS, content filtering, and firewall controls across SonicWall and UniFi environments.
- Implemented Intune device management for corporate Windows endpoints.

TECHNICAL SKILLS

Endpoint & Device Management: Addigy, Workspace ONE, Intune, Autopilot, N-central, macOS, Windows, patching, device lifecycle management, MDM/RMM

Automation & Operations: Bash, PowerShell, deployment scripting, process automation, ConnectWise, incident response, technical documentation

Identity & Collaboration: Microsoft 365, Exchange Online, Entra ID, Okta, SAML, SCIM, RBAC

Networking & Infrastructure: TCP/IP, DNS, DHCP, NAT, VLANs, VPNs, WAN failover, firewalls, wireless troubleshooting, Cisco, Meraki, SonicWall, UniFi

Cloud

Azure (certified; lab and administrative experience)

EDUCATION

Additional coursework in Computer Science – George Mason University, Virginia Commonwealth University