

PJ PIATT

ENTERPRISE TECHNOLOGY LEADERSHIP | GOVERNANCE | RESPONSIBLE AI

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I build enterprise technology functions that connect systems, governance, security, people, and organizational strategy. As The Commit Partnership's first internal IT hire, I established a technology foundation serving 18 departments. My scope now includes enterprise systems, IT budgeting, vendor strategy, technical resource leadership, and enterprise AI governance and adoption.

LEADERSHIP SCOPE

Technology strategy and roadmaps | IT budgeting and investment recommendations | Enterprise systems and Microsoft 365 | Cybersecurity coordination | Service-management architecture | Vendor and contractor leadership | Coaching and hiring | AI governance and enablement

CURRENT EXPERIENCE

Manager, IT Operations & Systems

The Commit Partnership | Dallas, TX (Hybrid) | Sept 2025 - Present

- First internal IT hire, leading enterprise technology operations and strategy for 85 users across 18 departments. Established centralized ownership, governance, service-management practices, vendor oversight, and a technology roadmap.
- Led a systems audit covering more than 130 applications to clarify ownership, licensing, risk, duplication, and organizational dependencies and inform technology priorities.
- Develop technology investment and platform recommendations by assessing cost, risk, readiness, implementation requirements, and available capacity; bring major decisions to executive leadership for approval.
- Prioritize and assign work to the IT contractor, coordinate external partners, and review delivery against organizational priorities. Lead the hiring process for the next permanent internal IT role.
- Supervised an eight-week Summer Fellow engagement through capstone delivery, with regular 1:1 mentoring, technical coaching, milestone reviews, and support through blockers.
- Own enterprise AI governance and adoption across ChatGPT Enterprise, Claude, and Microsoft Copilot. Rolled out an Acceptable Use of AI Policy, centralized administration and access, and led staff learning and enablement.
- Completed the ChatGPT Enterprise renewal at over 50% lower annual cost while retaining the same license and benefits. Secured nonprofit Claude pricing, adding AI tools while saving approximately \$15,000 annually compared with the previous ChatGPT cost.
- Identified an estimated annual savings opportunity of approximately \$30,000 through evaluation of collaboration consolidation around Microsoft Teams in place of overlapping Zoom capabilities. Opportunity estimate; not realized savings.
- Lead Microsoft 365 governance, current identity, SSO, and MFA workstreams, and ongoing security awareness and phishing training. Lead enterprise integrations and service-management modernization. Freshservice: implementation planning.

PRIOR EXPERIENCE

Senior IT Systems Administrator & Interim IT Manager

All Care To You, LLC | Remote | Jan 2024 - Sept 2025

- Built and scaled IT operations as the healthcare organization grew from 40 to 100+ users. Implemented Jira Service Management, Microsoft 365 administration, and Entra ID SSO, MFA, and SCIM provisioning.
- Increased Microsoft Secure Score from 36% to 56% in three months; phishing susceptibility reached 3% following KnowBe4 training and simulations. Led access audits, asset lifecycle management, and HIPAA-aligned security practices.

Senior IT Systems Administrator

Kingsley Gate Partners | Remote | Jan 2022 - Dec 2023

- Supported 300+ users across 33 countries and administered a custom Salesforce-based CRM SaaS platform within an agile development team. Managed access, endpoint provisioning, configuration, QA/UAT, and onboarding/offboarding.

IT Support & Systems Engineer

SCC Inc. | Remote | Aug 2018 - Jan 2022

- Delivered Tier 1-3 support across Microsoft 365, Google Workspace, and JAMF. Implemented MFA, compliance policies, and process automation.

EDUCATION

M.S. Cybersecurity | University of Maryland Global Campus | Expected October 2026

M.S. Data Science | University of Phoenix | 2025

B.S. Information Technology, Cybersecurity Minor | University of Phoenix

CERTIFICATIONS & CERTIFICATES

CompTIA A+ | CompTIA | 2024

Industry certification

ITIL 4 Foundation | PeopleCert | 2024

Industry certification

Microsoft IT Support Specialist Professional Certificate | Microsoft | 2024

Professional certificate

Google IT Support Professional Certificate | Google | 2024

Professional certificate

Healthcare IT Support Specialization | Johns Hopkins University | 2024

Specialization certificate

Advanced Software Developer Certificate | University of Phoenix | 2023

Academic undergraduate certificate

Trustworthy AI for Healthcare Management | Politecnico di Milano | 2024

Course certificate