

# Saul Herman

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## Summary

Senior Client Platform Engineer specialising in large-scale macOS and Windows fleet management and endpoint security, with a track record of deploying CIS controls and automating compliance across 13,000+ devices at Atlassian.

- Lead the investigation, design, and deployment of over 75% of CIS Level 2 controls across 13,000+ corporate macOS devices.
  - Re-engineer the Windows update deployment process, reducing outstanding updates on a fleet of 450+ PCs by 93%.
  - Partners closely with security and risk/compliance teams to strengthen endpoint security and meet compliance requirements without compromising user experience.
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## Skills

Category	Skills
<b>Platforms &amp; Tools</b>	Jamf Pro, Omnisia (Workspace ONE), Okta, Atlassian Suite, Google Workspace, Bitbucket Pipelines
<b>Endpoint Management</b>	macOS, Windows, iOS, Android — MDM, ZeroTrust, CIS Controls, BYOD
<b>Scripting &amp; Automation</b>	Python, Shell / Bash, PowerShell — package management, onboarding automation, compliance scripting
<b>Frameworks &amp; Methodologies</b>	Agile, SOC2 Compliance, CIS Benchmarks, ITIL, Zero Trust Architecture

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## Experience

**Senior Client Platform Engineer | Atlassian**

*April 2023 – April 2026 | Sydney, Australia (Remote)*

- Manage a global fleet of 17,000+ corporate macOS devices and 15,000+ BYOD iOS/Android devices via Jamf Pro and Omnisia, alongside 450+ Windows endpoints.
  - Implemented over 75% of CIS Level 2 controls for corporate macOS devices.
  - Automate the deployment of macOS browser configurations and security controls across 7 browsers using Python and Jamf Pro Custom Schema profiles.
  - Optimise Bitbucket repositories for SOC2 compliance and code consistency using Bitbucket Pipelines.
  - Bolster fleet security by automating the detection and removal of non-compliant BYOD macOS and Windows devices.
  - Act as team lead during manager's extended leave, owning critical cross-functional meetings and representing the team in future project discussions.
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### **Client Platform Engineer | Atlassian**

*October 2020 – March 2023 | Sydney, Australia (Remote)*

- Grew MDM platform coverage from 10,000 to 13,000+ devices across Jamf Pro and Omnisia.
  - Collaborated with internal engineering and security teams to enhance the ZeroTrust platform by integrating endpoint data from Jamf and Workspace ONE.
  - Supported the Tech Support team to reduce friction in the employee onboarding process by developing zero-touch deployment scripts, significantly reducing device provisioning time.
  - Tested and qualified 2 new macOS and Windows 11 versions prior to fleet-wide deployment.
  - Pioneered an early adopters program for macOS; 300+ Atlassians signed up at launch and 93% actively participated in testing macOS Ventura. The program now underpins software and configuration testing across multiple teams.
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### **Workplace Productivity Analyst | Atlassian**

*December 2019 – October 2020 | Sydney, Australia (Remote)*

- Triage and responded to IT requests from 10,000+ employees globally.
  - Provided hardware and software support to employees across global offices.
  - Delivered in-person IT support to 2,000+ Sydney-based employees.
  - Managed audio-visual support across 3 Sydney offices.
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## **IT Specialist | SafetyCulture**

*June 2019 – October 2019 | Sydney, Australia*

- Second member of the internal IT team; focused on improving support and processes for global offices.
  - Managed cloud systems (Okta, G Suite, Atlassian) and automated on/offboarding workflows.
  - Achieved zero-touch Mac setup through onboarding automation; maintained 90%+ first-response SLA.
  - Created documentation and implemented dashboards to reduce support wait times for 300+ users.
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## **Internal Support Specialist | Ansarada**

*February 2017 – June 2019 | Sydney, Australia*

- Streamlined internal operations and improved efficiency across a growing global company.
  - Managed cloud applications including Okta, Office 365, Slack, Confluence, and AssetPanda.
  - Implemented Jamf Pro MDM from scratch, establishing a modern endpoint management baseline across the organization.
  - Led the technical migration from legacy Microsoft Active Directory to Okta for robust and centralized identity and access management.
  - Set up IT infrastructure for new offices and automated account creation and ticket management workflows using API integrations.
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