

Anthony Bastone

Executive IT Leader | MSC, Technology Management

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PROFILE SUMMARY

An accomplished IT executive with a comprehensive background in information technology encompassing strategic IT vision development, infrastructure management, operational oversight, application deployment, and cybersecurity. Demonstrated success in collaborating with business stakeholders to align technology initiatives with organizational objectives. Committed to cultivating top-tier talent and nurturing a culture of operational proficiency.

SKILLS

PROFESSIONAL SKILLS Leadership | Strategic Planning | IT Operations | IT Service Management (ITSM) | Project Management
Budgeting & Financial Management | Risk Management | Cybersecurity | Communication

TECHNICAL SKILLS Microsoft Active Directory | Microsoft Azure | Okta | Amazon Web Services (AWS) | Microsoft 365 |
Exchange Online | SharePoint Online | Google Workspace | Microsoft Intune | VMware ESX | VMware
Workspace One | JAMF | ServiceNow | Jira | Confluence | MongoDB | MySQL | MSSQL

Major Accomplishments

- Developed an IT strategy for private equity backed companies, Vena Solutions and Intelx Technologies, aimed at building and resourcing the IT department to excel within various domains including IT support, infrastructure, and enterprise applications management.
- Designed and executed the end user computing strategy by implementing SSO (OKTA) and mobile device management (JAMF & Intune) to ensure the security of identities and devices and the automation of onboarding and offboarding processes.
- Designed and implemented the COVID-19 response plan ensuring employees maintained optimal productivity during a work from home scenario. Designed the return to office strategy including the implementation of a hybrid work model that utilized existing office space and technology while allowing employees to maintain flexibility and productivity when working remotely.
- Successful design and implementation of SOC1 & SOC2 frameworks at Vena Solutions improving the overall security posture of our systems and improving customer trust.
- Led multiple migration projects consolidating Google Workspace and Dropbox into Microsoft Office 365 decreasing productivity suite costs by 50%.
- Designed and implemented all IT service management processes, including Incident, Request, Change and Problem management increasing the overall efficiency of IT departments. Led the implementation of ServiceNow and Jira Service Management to facilitate all ITSM processes.
- Successfully launched multiple new office locations in a global environment, ensuring the smooth and timely deployment of all office technology including WAN/LAN access, end user computing devices and video conference technology.
- Participated in the mergers and acquisitions (M&A) of office portfolio assets at Oxford Properties and led the deployment of all IT infrastructure and end user computing technologies.

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WORK EXPERIENCE

Senior Director, SaaS Operations

Vena Solutions | Toronto | 2022 – 2024

Leading a team of SREs and DBAs, I was responsible for the planning and execution of the SaaS Operations initiatives and functions supporting the uptime and reliability of Vena's SaaS Platform. Providing leadership within all operational areas such as the incident response program, change management and problem management processes.

- Leadership of the SaaS Operations team responsible for all ITSM processes, detection, and resolution of all incidents, and completion of all service requests.
- Developed and reported on team metrics and KPIs to all stakeholders on a monthly and quarterly basis.
- Led the incident response program including all major incidents, acting as incident commander, communications manager, and completion of post-incident root cause analysis.
- Oversight of all database operations within AWS and Azure including MongoDB, MySQL, MS SQL.
- Accountable for SOC2 compliance ensuring overall security of the infrastructure platform.

Director / Senior Director, Information Technology

Vena Solutions | Toronto | 2019 – 2022

As the head of Information Technology, I oversaw all aspects of information technology within the organization to support its overall business objectives. Provided leadership in all IT domains including IT support, corporate infrastructure, and enterprise applications.

- Built an outstanding IT team to cater to a globally dispersed workforce, prioritizing a SaaS-first strategy, exceptional customer service, and robust security measures.
- Oversaw the operation of corporate infrastructure and support processes through the management of a team of IT service desk analysts and system administrators.
- Developed and reported on team metrics and KPIs to all stakeholders on a monthly and quarterly basis.
- Managed an operational budget of \$2M+ and capital expenditures budget of 1M+
- Led multiple projects including office expansion activities, enterprise systems implementations, upgrades, security governance frameworks.
- Developed and maintained company business continuity plan ensuring the productivity of all staff during crisis situations.
- Developed and executed the IT procurement policy, responsible for all software and hardware purchases.
- Accountable for SOC2 compliance ensuring overall security of the corporate IT environment.
- Managing vendor relationships to ensure timely delivery of services and effective IT support, while also optimizing vendor performance and cost-effectiveness.

Manager / Director, Corporate Information Technology

Intelix Technologies | Toronto | 2016 – 2019

In my capacity as the head of Information Technology, I managed the entirety of the organization's information technology landscape to bolster its overarching business goals. Leading across all IT areas, I provided guidance spanning IT support, corporate infrastructure, and enterprise applications.

- Built a top-tier IT team to support the company amidst rapid expansion and the ever-changing landscape of the business.
- Oversaw the operation of corporate infrastructure and support processes through the management of a team of IT service desk analysts and system administrators.
- Developed and reported on team metrics and KPIs to all stakeholders on a monthly and quarterly basis.
- Managed an operational budget of \$1M+ and capital expenditures budget of 500K+
- Responsible for all IT procurement, including hardware and software purchases.
- Project lead for multiple initiatives including enterprise systems deployment, upgrades, and office expansion activities.
- Managing vendor relationships to ensure timely delivery of services and effective IT support, while also optimizing vendor performance and cost-effectiveness.

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Manager, End User Computing & IT Operations

Oxford Properties | Toronto | 2011 – 2015

Responsible for overseeing IT Operations, including infrastructure monitoring, technology rollouts, and leading the IT Service Desk team in incident and request management activities. Also responsible for designing and implementing all IT Service Management processes, end-user technology standards and maintaining vendor relationships.

- Management of the IT Service Desk support team to ensure efficient resolution of end user issues and inquiries.
- Taking charge of deploying new property technology infrastructure to support organizational needs and growth.
- Serving as the primary IT liaison to regional site executives, facilitating effective communication and alignment of IT initiatives with business objectives.
- Managing vendor relationships to ensure timely delivery of services and effective IT support, while also optimizing vendor performance and cost-effectiveness.

Supervisor Support Services

Osler, Hoskin & Harcourt, LLP | Toronto | 2010 - 2011

Quality Assurance Team Lead

Osler, Hoskin & Harcourt, LLP | Toronto | 2007 - 2010

Quality Assurance Analyst

Osler, Hoskin & Harcourt, LLP | Toronto | 2005 - 2007

Application Support Technician

Osler, Hoskin & Harcourt, LLP | Toronto | 2004 - 2005

EDUCATION

Master of Science, Management of Innovation & Technology | Lazaridis School of Business and Economics, Waterloo

2020

College Diploma, Computer Networking | Seneca College, Toronto

2003

PROFESSIONAL DEVELOPMENT

iOS Mobile App Development

University of Toronto, Toronto

2016

ITIL Foundations

Axelos, Toronto

2015

Managing People Essentials

University of Toronto, Toronto

2015

Critical Thinking Essentials

University of Toronto, Toronto

2015