

Greg Bowen

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SUMMARY

Identity & Access Management (IAM) and IT Engineer with 10 years of experience in fast-growing technology companies. Hands-on across the full Okta stack — groups, rules, SAML and OIDC app configuration, network zones, MFA policies, and Workflows. Experienced building HRIS-integrated provisioning automation, managing comprehensive access governance (Opal, Lumos), and standing up company-wide dynamic group infrastructure. Comfortable working across everything from IAM architecture to end-user support. Most motivated by automating the tedious and repetitive so that people can focus on what actually matters.

SKILLS

IT: IT Governance, Service Delivery, Capacity Planning, Roadmap Development, Infrastructure Design & Deployment, SaaS Applications, Systems Administration, IDP Authentication & Security, Integrations, Testing & Automation, Information Security, Performance Monitoring & Alerting, Business Continuity & Disaster Recovery, Ticketing Systems, Asset Allocation & Procurement, Technical Support

Leadership: Technical Project Management, Process Improvement, Cross-functional Collaboration, Stakeholder Engagement, Staff Hiring & Management, Training, Coaching & Technical Mentorship, Documentation

Technologies: Okta, Okta Workflows, Lumos, Opal, SCIM, SSO, SAML, OIDC, WebAuthn, Terraform, Google Workspace, Slack, O365, Zoom, Airtable, Zapier, Workato, Datadog, Notion, Zendesk, Jira, GitHub, Python, AI tooling, MCP

EXPERIENCE

Security Engineer, Identity — GitLab Sept 2025 – June 2026

- Built company-wide dynamic Okta groups using Workflows and Group Rules, automatically reflecting organizational structure and syncing membership into Google Workspace and Slack in real time.
- Administered Okta across groups, rules, SAML and OIDC app configurations, network zones, and MFA policies for an organization of 3,000 users and NHIs.
- Migrated from a legacy Workato-based provisioning model to Lumos for access governance, analyzing existing group usage to prioritize the transition and partnering with teams to onboard applications.
- Enforced SOX-compliant change management for all identity system changes, requiring multi-party approval, and documented policies that had previously existed only informally.
- Built runbooks and handbook documentation to capture undocumented team processes, and used AI tooling and MCP integrations to accelerate Okta Workflow development and reduce manual operational work.

IT Engineer (Promoted from IT Administrator) — Faire Wholesale June 2019 – Sept 2025

- Contributed to scaling IT operations as the company grew from around 120 to 1,000+ employees, with the IT team growing from 1 to 15 during that time.
- Configured SSO and SCIM integrations across 150+ SaaS applications, primarily owning user administration and identity configuration for each.
- Served as primary contact for IT support escalations and cybersecurity concerns, quickly addressing issues while advising department leaders on technology optimization.
- Built HRIS-integrated Okta Workflows to provision and deprovision user access based on employment status changes, establishing baseline access automation for employee onboarding and offboarding.
- Built company-wide dynamic Okta groups that automatically captured users by division, department, country, and management level, syncing membership into Google Workspace and Slack.
- Administered Okta across groups, rules, SAML and OIDC app configurations, network zones, and MFA policies.

- Owned comprehensive access governance through Opal, managed via Terraform, covering access reviews, provisioning policies, and audit controls.
- Created IT services documentation and runbooks on 200+ applications, reducing dependence on tribal knowledge across a growing team.

Systems Analyst — Vidyard April 2016 – June 2019

- Joined as the first IT hire at a company that scaled from 110 to 220 staff across 2 locations during my tenure.
- Configured and administered 50+ SaaS applications, negotiating renewal contracts and managing utilization to optimize spend.
- Implemented Zendesk for ticket management, a self-service knowledge base, and analytics, improving support visibility and time to resolution.
- Boosted employee productivity by leading issue diagnosis, root cause analysis, and resolution for all software and hardware inquiries.
- Reduced new hire ramp-up time by developing and delivering weekly onboarding sessions and quarterly training.