
CONTACT

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SUMMARY

IT Manager combining deep operational experience — IAM, security rollouts, endpoint management, and vendor coordination — with a growing specialization in AI tool governance, workflow automation, and usage policy. Proven ability to own the full IT function as a solo operator in fast-moving environments, and to lead multi-site infrastructure projects in compliance-sensitive industries. Increasingly focused on deploying AI to reduce operational friction and expand access across technical teams.

PROFESSIONAL EXPERIENCE

Nuclear IT & AI Consultant | Vallecitos Nuclear Center (NorthStar) | May 2026 – Present

- Serve as on-site IT and AI lead for a nuclear decommissioning facility, owning infrastructure support, tooling, and operational workflows across a multidisciplinary team of engineers and technicians
- Built and deployed an AI tool that cut daily project documentation time by 80%, eliminating a manual bottleneck for administrative staff
- Built a script-based search and access tool for the facility's procedure library, expanding access from a small group of credentialed personnel to the full team of 20+
- Authored and enforces the organization's AI usage policy, covering responsible use, access governance, and data handling in a regulated environment
- Trains engineers and technicians on AI-integrated workflows, accelerating adoption of modern productivity practices in a traditionally low-tech operational setting

IT Manager | Gridmatic | April 2025 – January 2026

- Served as the sole in-house IT owner, overseeing day-to-day IT operations and security, and coordinating initiatives with Latacora and IntrusionOps
- Owned IAM using Okta, including user lifecycle management, SSO configuration, access provisioning, and security controls
- Managed device lifecycle and MDM using Rippling, overseeing endpoint provisioning, compliance enforcement, and offboarding across the organization
- Led onboarding and offboarding processes for employees and contractors, ensuring timely access provisioning and deprovisioning in line with security best practices
- Led company-wide security rollouts, including deployment of SentinelOne (EDR) and Sublime Security to strengthen endpoint and email security posture
- Authored and owned the company's AI usage policy, defining standards for responsible use, data handling, security, and compliance
- Partnered with engineering and data science teams to support tooling, access provisioning, and operational workflows across the organization
- Led vendor and contractor coordination, serving as the primary point of contact for IT, security, and facilities-related initiatives

IT Support Engineer → IT Project Manager | GE Hitachi Nuclear Energy | August 2022 – April 2025

- Promoted from IT Support Engineer to IT Project Manager, expanding scope from site-level support to ownership of multi-site projects across 4+ nuclear facilities
- Led IT commissioning and decommissioning projects across nuclear facilities, managing asset transfers, infrastructure build-outs, and site transitions including Vallecitos → NorthStar and the Milpitas facility
- Owned end-to-end project delivery: requirements gathering, timeline management, risk mitigation, stakeholder communication, and vendor coordination
- Managed enterprise infrastructure using Microsoft Azure and Active Directory, supporting identity, access, and systems across multi-site operations
- Supported specialized initiatives including VR training room development, Nuclear Test Loop systems, and physical security implementations (ExacqVision)
- Earlier role provided systems, hardware, application, and network support across two sites for 1,200+ end users

IT Field Technician | State Farm | February 2022 – May 2022

- Provided end-user and desktop support, including installation, troubleshooting, maintenance, and upgrades of computer systems
- Deployed and supported hardware and network devices, including printers, scanners, routers, and switches
- Documented procedures, configurations, and troubleshooting steps to support knowledge sharing and operational continuity

TECHNICAL SKILLS

Identity, Security & Access: Okta (IAM, SSO, User Lifecycle Management), SentinelOne (EDR), Sublime Security, YubiKey Manager, PingID, BitLocker, Endpoint Security, Access Controls

MDM & Device Management: Rippling (MDM, HRIS, Onboarding/Offboarding), Microsoft Azure, Active Directory

IT Operations & Service Management: ServiceNow (Incident, Request, Asset Management), Zendesk (Ticketing Configuration), Linear (Issue Tracking), Automated Onboarding & Offboarding, Vendor Coordination, Asset Management, System Monitoring, Incident Response

Cloud, Systems & Productivity: Microsoft 365, Exchange, Google Workspace, Slack, Box, SaaS Administration

AI Tooling & Policy: Claude, OpenAI, AI workflow automation, usage policy authoring, tool governance and rollout, cross-functional alignment

Networking & Infrastructure: TCP/IP, LAN/WAN, VPNs, Firewalls, Cabling, Switch Setup, Troubleshooting, Ubiquiti (Networking & Security)

Operating Systems: Windows 10/11, macOS

Hardware & Devices: Dell, HP, Lenovo, Apple; Printers, Scanners, Routers, Switches

Security Systems & Specialized Tools: ExacqVision, Ubiquiti (Networking & Security)

Programming (Working Knowledge): C, C++, HTML, CSS

LANGUAGES

English: Native

Chinese: Working Professional

Spanish: Working Professional