

Tareq Abbassi

IT Leadership | Team Building & Service Delivery | KPIs, SLAs & Cross-Functional Partnership
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SUMMARY

Senior IT leader operating at Director level, with 14 years at Take-Two Interactive growing from systems administrator to senior manager while building the IT function alongside the company. Led a team of 20 to 25 across offices in the US and Canada, partnering daily with Security, People, Finance, Legal, and Engineering to keep technology aligned with the business. Successfully ran IT as a measured service through clear SLAs, tracked KPIs and CSAT, and a governance structure built from the ground up. Equal parts people leader and hands-on operator, comfortable balancing strategy with execution.

PROFESSIONAL EXPERIENCE

Senior Information Technology Manager — Jun 2023 – Present

Take-Two Interactive (2K) — Austin, TX

- Lead a distributed IT team of 20 to 25 across offices in the US and Canada, owning operations and service delivery for roughly 8,000 assets and about 2,000 tickets a month. Set the SLAs, track KPIs and CSAT, and coach the team toward real ownership and accountability.
- Serve as the connective tissue between IT and the business, partnering across Security, People, Finance, Legal, and the Endpoint team. Own the IT budget and vendor lifecycle. Consolidated a sprawling tool stack into fewer, better-fit platforms and took roughly \$1M out of annual spend.
- Designed and built the identity and access program in Okta — SSO, MFA, and automated mover/leaver workflows with SCIM — keeping access accurate as people changed roles and fully deprovisioned on departure, tightening security across the SaaS portfolio.
- Built the IT governance and service-management framework from scratch, standing up SLAs, KPI and CSAT reporting, CAB change approvals, and a communications cadence. Gave leadership real visibility into service delivery and improved SLA attainment and CSAT over time.
- Run the vulnerability management program end to end in ServiceNow and Tenable, from prioritization through remediation and validation, against NIST CSF and CIS benchmarks. Cut the open backlog by 20 to 30% in the first year and carried internal audits through evidence collection and access reviews.
- Automated the end-to-end onboarding process across HR, HRIS, and IT — a hiring-manager request in ServiceNow flows through Workday and Active Directory, with permissions, display name, and a rotated 1Password credential provisioned automatically via API for fully hands-off, day-one-ready access.

Information Technology Manager — Jun 2019 – Jun 2023

2K — Los Angeles, CA

- Stood up IT support across six new office locations, hiring the team in each and building the training and documentation behind them. Grew a multi-site organization spanning Los Angeles, Las Vegas, and Vancouver that earned a reputation for service quality and technical depth.
- Led an end-to-end JAMF/Intune MDM migration for a mixed Mac and Windows fleet on Google Workspace and Microsoft 365, standardizing deployment to improve compliance and reduce configuration drift.
- Administered SentinelOne EDR and Okta, partnering with security to strengthen endpoint protection; led the end-to-end rollout of hardware-key (YubiKey) MFA and stricter Okta access policies.

IT Supervisor — Jun 2018 – Jun 2019

2K — Los Angeles, CA

- Managed the regional support team, setting escalation paths and service standards while rolling out ITIL-aligned incident, change, and CMDB practices in ServiceNow that improved asset accuracy.

Systems Administrator — Jan 2012 – Jun 2018

2K — Novato, CA

- Supported developer teams and multiple studios with systems administration, server maintenance, build environments, and engineering tooling; automated core tasks with PowerShell to reduce manual workload, and coordinated technical onboarding for new studio staff.

TECHNICAL SKILLS

IT Leadership & Operations: Team leadership, hiring & coaching, staff development, service delivery, SLAs / KPIs / CSAT, cross-functional partnership, stakeholder management, IT budget & vendor management, ITIL / ITSM

Identity & Access: Okta administration, Okta Workflows, SSO, SCIM provisioning, MFA / hardware keys, automated user lifecycle, Active Directory

Platforms & Endpoints: Google Workspace, Microsoft 365, macOS & Windows 11 fleet management, JAMF, Intune, SCCM, VMware VDI

Security & Risk: Vulnerability management (Tenable, ServiceNow VR), incident response, SentinelOne EDR, NIST CSF, CIS Benchmarks, audit support

Automation & Governance: PowerShell, GenAI platform management (ChatGPT Enterprise, Gemini), workflow automation & integrations, compliance & remediation automation, ServiceNow workflows, policy & control frameworks

EDUCATION

B.S., Computer Science — University of Jordan