

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 · Jan 2021 – Jul 2026

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

- Lead a distributed IT team of 20 to 25 across US and Canada offices, delivering service for roughly 8,000 assets and about 2,000 tickets a month while sustaining high-90s SLA attainment. Define SLAs, track KPIs and CSAT, and coach the team toward 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 the tool stack and reduced annual spend by \$1M through platform rationalization.
- Architected enterprise identity and access management in Okta, deploying SSO, MFA, and automated SCIM-based provisioning for movers and leavers. Maintained access accuracy across role changes and departures, strengthening security posture 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.
- Own the end-to-end vulnerability management program in ServiceNow and Tenable, aligning prioritization, remediation, and validation to NIST CSF and CIS Benchmarks. Reduced the open backlog 20 to 30% in year one and led internal audits through evidence collection and access reviews.
- Automated end-to-end onboarding across HR, HRIS, and IT systems. Hiring-manager requests in ServiceNow trigger Workday and Active Directory provisioning via API, delivering permissions, credentials, and day-one access with zero manual intervention and cutting onboarding from days to same-day.

Information Technology Manager · Jun 2018 – Jan 2021

2K · Los Angeles, CA

- Stood up IT support across six new office locations (Los Angeles, Las Vegas, Vancouver), hiring local teams and building training and documentation frameworks. Built a multi-site organization recognized for service quality and technical depth.
- Led an enterprise MDM migration to JAMF and Intune for a mixed Mac and Windows fleet across 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.
- Established escalation paths and service standards for the regional support team, implementing ITIL-aligned incident, change, and CMDB practices in ServiceNow to improve asset accuracy and change success rate.

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, access management

Platforms & Infrastructure: Google Workspace, Microsoft 365, macOS & Windows fleet management, JAMF, Intune, SCCM, VMware VDI, Windows Server, DHCP, virtualization

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

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