

DUSTIN ABARCA

Business Systems Engineer

Enterprise SaaS • Workflow Automation • AI-Enabled Solutions

I build practical systems that make work simpler, faster, and more reliable.

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600+ IDENTITIES

500+ DEVICES

37% FASTER SLA

\$34.6K SAVINGS

PROFESSIONAL SUMMARY

Business Systems professional with 10+ years of progressive experience spanning enterprise applications, SaaS administration, identity and access management, workflow automation, and AI-enabled operational improvement. I design approval workflows, evaluate and consolidate enterprise platforms, resolve platform-level defects with vendors, and use AI-assisted development to turn identified problems into working internal tools without a dedicated engineering team. As Moonbug's Claude platform owner, I pair traditional systems and IAM depth with a practical, AI-forward approach to operational problems.

CORE COMPETENCIES

AI Tooling Enablement • AI-Assisted Development • Business Systems Administration • Identity & Access Management • Workflow & Process Automation • Enterprise SaaS Evaluation • Vendor Management • SaaS Cost Optimization • Systems Integration • Cross-Functional Program Management • Reporting & Dashboards

PROFESSIONAL EXPERIENCE

IT Operations Engineer

AUG 2025—PRESENT

Moonbug Entertainment • Los Angeles, CA

- Own SaaS administration and IAM across 15+ enterprise platforms—including JumpCloud, Google Workspace, Atlassian/Jira, ServiceNow, NetSuite, Salesforce, Snipe-IT, and Slack—managing 600+ identities and 500+ devices after promotion into an expanded ownership role.
- Serve as Enterprise AI Platform Owner for Claude/Anthropic, leading platform governance, SSO/MDM rollout, MCP connector integration, and company-wide AI adoption enablement.
- Partner with IT leadership on enterprise SaaS evaluation and implementation, including a full ITSM replacement review and the Adobe ETLA-to-VIP migration, contributing approximately \$29K in Adobe savings.
- Redesigned software and hardware approvals toward automated, HRIS-driven routing; consolidated separate ITSM and Application Support Jira projects into one unified system for onboarding, offboarding, and asset tracking.
- Diagnosed a JumpCloud–Google Workspace directory-sync defect affecting employee data across all U.S.-tenant accounts and drove the vendor engineering case through resolution.
- Directed the AI-assisted build of an internal License Operations Console integrating with the Snipe-IT API, shipping dashboards, CSV bulk import, and stale-assignment detection without a dedicated engineering team.
- Rightsized Autodesk licensing and moved to an annual plan for approximately \$5.6K in savings; also directed a Gmail receipt-scanning automation that eliminated manual searching and streamlined expense imports.

Application Support Engineer

JAN 2024—AUG 2025

Moonbug Entertainment • Los Angeles, CA

- Launched, oversaw, and maintained 25+ SaaS platforms across departments, serving as super user and primary partner for platform communications, enhancement, and support.
- Acted as Jira org admin, building team projects, operations, and automations that improved SLA turnaround time by 37%.
- Rebuilt U.S. contractor onboarding with automated building-access provisioning and hiring-manager notifications; ran cost-optimization audits across Autodesk, Frame.io, and Monday.com and produced renewal-ready recommendations.

PROFESSIONAL EXPERIENCE CONTINUED

Career Break — Travel & Freelance Videography/Social Media *Self-Employed*

SEP 2022—JAN 2024

IT Security Analyst

SEP 2021—SEP 2022

Bitus Labs · Irvine, CA

- Created security groups and access permissions aligned to employee access levels; configured auto-provisioning and SSO with Google Workspace and Microsoft 365.
- Set up AWS Cost Explorer and alarm triggers, reducing monthly cloud charges by 40%.

CRM Administrator

NOV 2018—SEP 2021

SS&C Intralinks · Remote

- Administered Oracle Service Cloud CRM supporting 300+ internal users across Sales, Customer Success, Production, and Support, handling 1,000+ daily customer interactions.
- Served as lead business systems administrator for Oracle Service Cloud CRM, Qualtrics XM, and Tableau—partnering with business leaders to gather requirements, run UAT, and deliver end-user documentation and training.
- Designed executive Tableau dashboards and KPI reporting for C-level leadership, tracking CSAT, NPS, SLA compliance, and ticket volume to guide service-improvement decisions.
- Led implementation of the Qualtrics Voice of Customer platform, driving a 16% increase in survey response rate, improving CSAT from 88% to 92%, and increasing NPS 5%.
- Designed automated integrations across Oracle Service Cloud CRM, Jira, ServiceNow, Qualtrics XM, Tableau, and Salesforce, eliminating manual processes and improving cross-functional data consistency.

PERSONAL PROJECT

Barry OS **AI PRODUCT PLATFORM · ONGOING**

A product leadership case study built from a personal creative idea.

- Founded and lead product development on an AI-powered content planning platform inspired by a personal creative workflow challenge, serving as product manager, QA tester, and UX designer while directing AI development tools to prototype, build, and ship features.
- Own the full product lifecycle—roadmap planning, feature prioritization, user research, API integrations, and iterative shipping—as a self-directed demonstration of AI-assisted product development, prompt engineering, and cross-functional product thinking.

PRIOR EXPERIENCE

Technical Support Analyst · SS&C Intralinks · New York, NY · Sep 2015—Nov 2018

IT Help Desk Specialist · ActioNet, Inc. (FAA contract) · Atlantic City, NJ · Nov 2011—Sep 2015

TOOLS & EDUCATION

TOOLS JumpCloud · Google Workspace · Jira/Atlassian · ServiceNow · NetSuite · Salesforce · Snipe-IT · Zapier · Slack · AWS · Claude/Anthropic API & MCP · Confluence · Tableau · Oracle Service Cloud CX · Qualtrics XM

EDUCATION Anthem Institute · Computer Aided Drafting · 2009—2010