

Anthony Acevedo

IS Engineer @ Adyen · Founder & CEO @ Uzenda

anthonyacevedo.dev · aacevedo14051999@gmail.com · linkedin.com/in/anthonyacevedo · github.com/TXOTY · Netherlands

IT Support Analyst & System Administrator | EMEA & Global IT Operations. With 5+ years of experience in enterprise IT, I specialize in scalable support, infrastructure management, and system administration for global environments. Operating across EMEA and the Americas, I bridge hands-on help desk leadership with advanced endpoint and identity engineering — ensuring a frictionless, zero-trust IT experience from day one. Alongside this, I design and ship independent web products and AI-driven automation pipelines, most recently founding Uzenda.

EXPERIENCE

IS Engineer

Adyen · Full-time

Mar 2026 – Present · EMEA · Hybrid

- Provide global first-line IT support for Adyen's 29 international offices, managing the complete macOS endpoint lifecycle and identity/access administration (IAM) from onboarding through offboarding
- Endpoint management: drive zero-touch macOS provisioning and global hardware logistics at scale using Jamf Pro, Apple DEP and Munki
- Identity & security (IAM): administer Okta, Google Workspace and LDAP, enforcing zero-trust principles and YubiKey authentication
- IT automation: streamline Joiner/Mover/Leaver (JML) pipelines and cut manual overhead with AWX/Ansible playbooks; resolve L1/L2 escalations via Zammad and author runbooks in Confluence

Founder & CEO

Uzenda

Aug 2026 – Present

- Founded Uzenda, a B2B2C platform bridging personal health goals and grocery e-commerce - turning personalized dietary targets into automated, ready-to-buy supermarket carts in seconds
- Built direct retail integrations enabling 1-click cart delivery, and a predictive "Smart Pantry" ordering system that estimates existing stock to cut over-ordering and food waste

IT Support Analyst / SysAdmin Lead

Simmons & Simmons · Full-time

Apr 2024 – Mar 2026 · EMEA · On-site

- Provided technical leadership and daily support for ~100 users in a high-demand legal environment; escalation point for networking, Active Directory, email and enterprise apps
- Led hardware refresh and software deployment projects (Active Directory, Intune) and maintained network infrastructure - switches, access points, structured cabling, AV/meeting rooms
- Managed vendor relationships and budgets; maintained ITIL-aligned documentation and ticket tracking, contributing to ongoing IT modernization

Registro Mercantil Central

Full-time · 1 yr 4 mos · EMEA · Remote

Senior Help Desk Specialist & Database Administrator, Nov 2023 – May 2024 (promoted from Help Desk Specialist & Database Administrator, Feb 2023 – May 2024)

- Supervised helpdesk activity to improve KPIs and user assistance; administered Oracle and SQL databases supporting commercial registry systems
- Delivered end-to-end IT support for applications, email, network connectivity and OS issues; installed and maintained network infrastructure
- Traveled to multiple locations to deploy new software, oversee system transitions and deliver training sessions supporting legacy-system modernization

Junior Help Desk Analyst

Airbus Defence and Space · Full-time

Mar 2022 – Feb 2023 · 1 yr · EMEA · On-site

- Provided first-line and advanced support for workstation and LAN issues; troubleshoot and escalated network performance problems
- Maintained documentation and knowledge-base articles; monitored SLA compliance and supported user training and onboarding materials

EDUCATION

iLERNA

Higher Degree and Development of Web Applications, Computer Science

2020 – 2022

PUE ACADEMY

Advanced JavaScript Development, Information Technology

Aug 2022 – Jan 2023 · Grade: 9.30/10

LICENSES & CERTIFICATIONS

Jamf Certified Associate – Jamf Pro

Jamf · Issued Jul 2026

CompTIA A+

CompTIA · Issued Sep 2025

Managing Documents and Emails: CLSS

LTC4 · Issued May 2025 · Expires May 2027

EFSET English Test – C1 Certification

EF · Issued Sep 2020

EF SET English Certificate 68/100 (C1 Advanced)

EF SET · Issued Feb 2026

Client Relationship Management: CLSS

LTC4 · Issued May 2025 · Expires May 2027

Digital Skills for Professionals

Google España · Issued May 2022

SKILLS

IT Ops & Support: Global Help Desk · ITSM · Escalation & Asset Management

Endpoint & MDM: macOS & Windows · Jamf Pro · Microsoft Intune · Apple DEP

Identity (IAM): Okta · Google Workspace · Active Directory · SSO/SAML · YubiKey

Infra & Cloud: Azure · Windows Server · Cisco/Meraki · AV Infrastructure

Automation: AWX/Ansible · Bash/Python · Git · ServiceNow · Zammad

Web & AI: HTML, CSS, JavaScript · AI Agent Orchestration

LANGUAGES

Spanish – Native or bilingual proficiency · **English** – Native or bilingual proficiency (EF SET C1 Advanced) · **German** – Elementary proficiency

Full project portfolio and current work: anthonyacevedo.dev