

Joshua Walderbach

Enterprise Endpoint Platform Engineer

Microsoft Endpoint Engineer • Windows Platform Engineer • Microsoft Intune Engineer • Platform Engineer • Enterprise Automation Engineer
Northwest Arkansas — open to remote & relocation • joshua@8b1b.io • hirejoshua.com • linkedin.com/in/joshua-walderbach •
github.com/8bits1beard-io

SUMMARY

Enterprise Endpoint Platform Engineer at Walmart Global Tech, running the platform behind approximately 300,000 managed Windows endpoints. I own Microsoft Intune, Configuration Manager (SCCM), Windows Update for Business, and Microsoft Entra ID at fleet scale — and build the internal products my team runs on, from PowerShell automation frameworks to AI-powered engineering tools. My focus is platform reliability: engineering proactive, self-healing systems that prevent incidents instead of reacting to them. That approach prevented approximately 8,000 devices from becoming unrecoverable — avoiding an estimated \$15.7M–\$28M in hardware replacement — and contributed to a 90% year-over-year reduction in product support tickets.

TECHNICAL SKILLS

Endpoint Engineering & Management: Microsoft Intune, Microsoft Configuration Manager (SCCM/MECM), Windows Autopilot, Windows Update for Business, Windows 11, Endpoint Management, Endpoint Configuration, Endpoint Compliance, Endpoint Security, Proactive Remediations, Configuration Drift Remediation, Application Packaging, Operating System Deployment (OSD), Windows Servicing (Feature & Quality Updates), Kiosk Architecture (Assigned Access)

Identity & Access: Microsoft Entra ID (Azure AD), Microsoft Graph API, Single Sign-On (SSO), Identity & Access Management, Entra ID Group Management, Windows Hello for Business

Windows Infrastructure: Windows Server, IIS, Active Directory, Group Policy, Microsoft Azure, Microsoft 365

Automation & Development: PowerShell (scripts, modules, frameworks), Enterprise Automation, Infrastructure Automation, REST APIs, JSON, Git, GitHub, CI/CD, JavaScript / HTML / CSS, Bash

Platform & AI Engineering: Platform Engineering, Internal Developer Tooling, Developer Experience, Technical Design, Artificial Intelligence, Generative AI, AI-Assisted Development (Claude Code, Codex), Prompt Engineering, Enterprise AI

Security, Practices & Operations: Vulnerability Remediation, TLS/SSL & Cipher Suite Management, PCI Compliance, ServiceNow, Jira, Agile / Scrum, Change Management, Release Management, Peer Review, Technical Documentation, Power BI

PROFESSIONAL EXPERIENCE

Walmart Global Tech

August 2018 – Present

Windows Engineering (OS) — supporting ~300,000 endpoints and 2.1 million users

Systems & Infrastructure Engineer III

November 2023 – Present

- Prevented approximately 8,000 Windows devices from becoming unrecoverable — avoiding an estimated \$15.7M–\$28M in hardware replacement — through Trellix-Cleanup, a PowerShell Intune remediation (open-sourced) that strengthened platform reliability at ~300,000-device scale
- Significant contributor to the team's objective of cutting product support tickets by 90% year-over-year — met through automation, not added staffing: PowerShell imaging (OSD) automation, Intune Proactive Remediations that correct configuration drift, self-healing scripts that resolve endpoint issues before users notice, and Knowledge Articles that raised first-contact resolution and cut escalations
- Leads enterprise Windows servicing through Windows Update for Business, modernizing delivery of feature updates, quality updates, and Microsoft 365 application lifecycle management across approximately 300,000 managed devices
- Built Manage-WUfBRings, an internal PowerShell application that administers ~155 Windows Update for Business ring policies across every domain via Microsoft Graph — replacing slow, change-risky Intune portal work with safe, one-command servicing: enterprise-wide pause/resume of feature and quality updates, WhatIf previews, automatic pre-change backups, and one-command rollback
- Leads enterprise Windows 11 lifecycle management for employee- and customer-facing devices, including feature updates, kiosk modernization, and operating system architecture
- Builds internal engineering products, including Card Forge — an AI-powered web application that converts plain-English requests into INVEST-compliant Jira stories, with human-in-the-loop approval, direct Jira integration, and Microsoft Entra ID single sign-on (SSO)
- Drives Group Policy → Intune MDM migration — managing Microsoft Entra ID groups that target Intune policy, Windows Autopilot enrollment, and cloud-native endpoint configuration via Microsoft Graph
- One of 3 engineers trusted to approve production code for the Windows Engineering (OS) team, gatekeeping code quality through structured peer review
- Builds and maintains the team's diagnostics product line (WinDAS, PULSE, Device DNA) and self-service configuration products (Kiosk Overseer, Portal Maker); administers the team's GitHub organization and the GitHub101 training platform

Systems & Infrastructure Engineer II

October 2021 – November 2023

- Engineered endpoint management across ~300,000 devices with Microsoft Intune, Configuration Manager (SCCM), Microsoft Azure, Windows Update for Business, OSD, and application packaging — including packaging, deployment, and updates of

Microsoft 365 apps via SCCM, Intune, OSD task sequences, and Windows Autopilot; recruited into Windows Engineering on the strength of automation

- Cut support-queue volume by ~65% with PowerShell drift-remediation tooling and proactive Intune configuration profiles that resolved issues before they became tickets
- Orchestrated a global Intune health-script deployment managing TLS/SSL cipher suites across ~300,000 Windows devices, partnering with Vulnerability Management to eliminate legacy protocols
- Directed migration of virtual environments from Configuration Manager to Windows Update for Business, reducing change controls from 24 to 6; built a ServiceNow-to-Power BI telemetry pipeline for data-driven remediation

Associate Systems Engineer

August 2019 – October 2021

- Built WHAT (Walmart's Helpful ADE Tool), a menu-driven PowerShell framework consolidating 30+ engineering tools into one product — standardizing procedures and reducing MTTR
- PowerShell automation suite cut average resolution time ~40%; automated reporting reduced escalations ~25%
- Technical lead for workstations, thin clients, printers, and virtual machines; provided advanced technical support for Microsoft 365 desktop applications (Word, Excel, Outlook); mentored engineers, created PowerShell training, and participated in technical hiring

Enterprise Operations Technician (V → VI)

August 2018 – August 2019

- Helped establish the overnight Level 2 Enterprise Operations organization; provided advanced technical support for Microsoft 365 desktop applications (Word, Excel, Outlook), authored SOPs across technology domains, and improved ServiceNow documentation
- Introduced PowerShell automation and launched the "PowerShell in a Month of Lunches" series; maintained 98% SLA compliance supporting global distribution centers

Previous Experience

NagraStar — Anti-Piracy Investigator (Jan – Jun 2018): built Excel/VBA automation for IP attribution and DMCA workflows, accelerating analysis ~60%

Pax8 — Technical Support Engineer, Tier 2 (Jun 2017 – Jan 2018): MSP implementation consulting for Symantec Endpoint Protection and Email Security, Microsoft Office, and ProfitBricks cloud

Influence Technologies — Windows DevOps Engineer (Jun 2015 – Jan 2017): administered Windows Server and IIS infrastructure (SSL, networking, backups) for production .NET applications; automated administration with PowerShell; built CI/CD pipelines with TeamCity and Octopus Deploy

Earlier career (1996 – 2015): desktop and application support, network infrastructure, Active Directory, and IT operations across healthcare, broadcast, telecom, ISP, and retail

SELECTED ENGINEERING PRODUCTS

Internal engineering platform products — not one-off scripts — that improve productivity, diagnostics, automation, and endpoint management across the team:

Card Forge — AI web app: plain-English requests → INVEST-compliant Jira stories with human approval, direct Jira integration, and Microsoft Entra ID SSO. **Manage-WUfBRings** — enterprise-wide Windows Update for Business ring management (~155 policies) via Microsoft Graph, with WhatIf previews, automatic backups, and one-command rollback. **Kiosk Overseer** (kioskoverseer.com) — Windows Assigned Access kiosk builder exporting deployment-ready XML, PowerShell, and .intunewin packages. **WinDAS / PULSE / Device DNA** — PowerShell diagnostics suite (interactive HTML reports, 60-second triage, GPO/Intune/SCCM reporting). **WHAT** — 30+ tool PowerShell framework. **GitHub101** — engineering-training platform. **True Logon, Portal Maker, Intune-ition** — endpoint automation via Microsoft Graph and Proactive Remediations.

CERTIFICATIONS

CompTIA AI Essentials (2025)
Microsoft Certified: Azure Fundamentals (2022)
Apple Certified Support Professional 10.14 (2019)
ITIL Foundation (2017)
CompTIA Network+ • CompTIA A+ • CompTIA i-Net+
HDI Customer Support Specialist

EDUCATION

Kirkwood Community College — Website Development Certificate
University of Michigan — Internet History, Technology & Security Certificate

AWARDS

Making A Difference Award (3×) • Bravo Award — Walmart Global Tech