

BILL SONTAG

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SENIOR MOBILE DEVICE ADMINISTRATOR

Accomplished mobile device management leader with a decade of experience planning, deploying, and administering global enterprise device fleets while forecasting budgets and managing vendor relationships. Currently supporting 150+ concurrent clinical trial studies and 30,000+ iOS and Android devices in a regulated industry. Known for the ability to build device programs from the ground up, identify process improvements, and deliver measurable cost savings. Areas of expertise include:

Mobile Device Management (Workspace ONE, SOTI MobiControl, Esper) - Zero-Touch Enrollment (Apple Business Manager & ADE) - Vendor & Carrier Management
Global Device Logistics - Regulatory & Audit Compliance - Project Management - ServiceNow & Salesforce (API Integrations)

EXPERIENCE

Medable, Inc.

March 2022 – Present

Senior Mobile Device Administrator

March 2026 – Present

Own global MDM administration for 150+ concurrent clinical trial studies and 30,000+ iOS and Android devices, having grown into the program's platform, vendor, and compliance ownership after two years running day-to-day operations.

- Own end-to-end administration of Medable's global enterprise MDM environment — Workspace ONE (AirWatch), SOTI MobiControl, and Esper — across a multi-region fleet of iOS and Android devices.
- Lead zero-touch enrollment and provisioning on iOS using Apple Business Manager, Automated Device Enrollment (ADE), and managed Apple accounts.
- Own device policy, compliance, and lifecycle from issuance through decommission/wipe, including custom configuration profiles for iOS and Android.
- Direct a global cellular and data plan program across multiple countries, ensuring carrier coverage for international clinical deployments and managing vendor hand-off points and SLAs.
- Define and track KPIs and SLA thresholds for the MDM program and its vendors; resolve escalations rapidly to keep clinical trial sites operational.
- Own managed app distribution, partnering with the development team to validate and roll out new application builds through MDM before release.
- Built API integrations feeding each device's shipped-to site, application versions, and device status into Salesforce, giving the helpdesk up-to-date visibility without manual lookups.
- Lead and mentor the MDM team on escalation handling, onboarding, and training; author and maintain all MDM technical and support documentation.
- Serve as subject-matter expert for audit readiness in a regulated environment, advising Medable's customers on international device deployment strategy.

Mobile Device Coordinator II

March 2022 – March 2026

Led the Mobile Device Management team for 30,000 mobile devices across the world, standing up new mobile software for configuring and maintaining the fleet.

- Provided hands-on support, installation, and configuration for Medable's mobile device fleet, including software components, applications, databases, and firewall configurations.
- Assisted with the provisioning, setup, and deployment of devices on behalf of Medable's customers.
- Maintained all device and mobile device management platform technical and support documentation.
- Assisted with managing global cellular data plans and monitored device usage and billing.
- Effectively used Medable's software and other systems and solutions required to support customers and projects.
- Assisted with standard maintenance of Medable's Mobile Device Management environment, including upgrades, bug fixes, application troubleshooting, and release validation.

CVS Health**December 2018 – July 2021****Senior Wireless Procurement Analyst**

Managed 42,000 mobile devices across North America and provided support to mobile deployments while projecting costs and managing vendor relations.

- Analyzed and tracked wireless spend across four wireless carriers and one wireless vendor.
- Served as lead on deploying cellular devices and strategy for CVS Health's COVID-19 response across the United States.
- Managed the merge between Aetna's and CVS's wireless carriers while looking for synergy saving opportunities.
- Supported phone upgrades and roll-out plans.
- Forecasted costs of projects and kept teams informed of current progress.
- Generated reports for management to track procurement stats and expenses for the entire wireless fleet.
- Processed invoices via SAP for vendors.

Spencer Technologies**September 2018 – December 2018****Service Desk Technician**

Led a team in the deployment of a client update for POS terminals for Apple Pay and NFC payments.

- Analyzed, troubleshooted, and documented a variety of technical issues.
- Provided telephone and remote support for end users and technical resources.
- Coordinated the preparation of reports and presentations for management.

UMass Memorial Medical Center**May 2017 – June 2018****Technical Mobile Field Lead**

Managed a team to implement and deploy MaaS360 to the entire mobile device fleet of UMass Memorial.

- Inventoried and assigned a fleet of 4,000 mobile devices for users.
- Added and deployed multiple healthcare apps via MaaS360 and Apple's VPP.
- Troubleshoot enrollments and wrote documentation for users to self-enroll.

Adidas**September 2015 – May 2017****Mobile IT Analyst**

Led support and testing for the United States mobility RFP across different vendors and troubleshoot phone and mobile device management across the Americas.

- Optimized and streamlined wireless accounts with the finance team to save \$200,000 annually.
- Worked with internal and external stakeholders to reduce turnaround time for phone orders from two weeks to one day.
- Retired old Citrix mobile device management and deployed new AirWatch management for North America.

Verizon Wireless**May 2015 – September 2015****Experience Specialist**

Led and facilitated customer workshops on technology solutions.

- Troubleshoot a variety of device issues ranging from cell phones to fitness trackers.
- Trained peers on product details.
- Contributed to the overall health and performance of the store by supporting daily business operations.

Delphi Technology**June 2012 – September 2013****IT Intern**

Oversaw and managed the construction and relocation to a new office.

- Deployed new Windows 7 machines and TrueCrypt to employees.
- Retired old telecom system to make way for Microsoft Lync.
- Started the initial deployment and setup of LANDesk to manage computer systems and patches.

EDUCATION

Bachelor of Arts (BA), Interactive Media, Game Development and Programming, Becker College