

# Alek Carnell

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**IT Professional** with 5+ years of experience leveraging existing and emerging technologies to meet and exceed the needs of the business by delivering world-class service to stakeholders.

## Experience

2021 – PRESENT

**Technical Support Representative | Pushpay | Colorado Springs, Colorado**

First response support for administrators and end users of multiple software suites. Troubleshoot and resolve technical, financial, and product related issues while following industry privacy and security standards such as **PCI DSS** and **HIPAA** while also adhering to SLA requirements. Leveraged tools in Slack, Salesforce, and Atlassian to create efficient workflows, boosting my teams efficiency. Coordinated efforts and delegated resources to **clear over 200 tickets in backlog** in one after-hours session, eliminating the backlog and boosting morale in the CS organization. Study, test, and educate users on new product features. Send, track, and follow up on CSAT surveys to achieve **95%+ customer satisfaction**.

MARCH 2020 – JANUARY 2021

**Onsite Service Technician Tier II | Ent Credit Union | Colorado Springs, Colorado**

Plan and execute Service Center builds for the credit union. Build, configure, and harden member facing devices that meet Marketing and Security expectations. Fully build, configure, deploy work devices for employees, ensuring a less than **1% return rate** and inspiring confidence in their equipment. Interact with and configure infrastructure equipment using protocols such as FTP, SSH, RDP, DNS, DHCP as well as play a role in organization scope systems like GroupPolicy, Active Directory, VLANs, and SCCM. Develop strong relationships with Service Center staff and managers to discover and resolve problems, plan for growth, and communicate the vision of the branches and the business. Completely redesigned, and built out desktop deployment system, as well as optimized software process, allowing the team to easily build, image, update, and deploy hot spare desktops, **reducing the time to delivery from 1 hour to 10 minutes**, per desktop. Participated in troubleshooting, designing, and cleaning up DNS policies and records alongside hired contractors, **reducing stale record count by over 20%**, while helping develop the new naming convention. Create **verbose documentation and interactive training material and give presentations** to Tier I technicians. Training material contained information on how to understand and troubleshoot on a deeper level our organizations proprietary software configurations in Symitar and Synergy.

## Education

MAY 2012

**Diploma | Pine Creek High School | Colorado Springs, CO**

- 2018 – Notary Public
- 2019 – HDI Analyst
- 2024 – CompTIA Security+

## Skills

Excel • Atlassian (Jira, Confluence) • Slack • Teams • Process Improvement • Training and Presenting • Programming • Salesforce • Cherwell • Currently learning Splunk/other SIEMs • Windows 10 • Linux • MacOS

## Projects

Constantly working on my home network. Old and recent projects include:

**Proxmox** – Virtualization environment that contains VM's and Containers of latter mentioned services

**PiHole** – Both a physical Raspberry Pi and a container configured to filter all DNS traffic from all devices on the network to block malicious on unwanted requests.

**Synology NAS** – Networked storage with RBAC, password policies, scheduled backups to warm, cold, and off-site storage.

**Wazuh** – SIEM/IDS built on a Ubuntu 22.0.4 server. Agent software installed on endpoints to forward logs to the server for analysis. For endpoints that don't have an agent package, configured log forwarding to the Wazuh server.

**Web Server** – Intranet web application that serves specific files visually like magazine scans, e-books, wallpapers, etc and allows users to zip and download directories or single files locally. Created using a SQL database, PHP, Javascript, HTML, and CSS. Login system with input sanitation, password salting and hashing.

Pentesting and documenting results on home network from a cloud hosted box. (Shodan, nmap, Metasploit)

**Umbrel** – Bitcoin Node, Nostr Relay

**Grafana/Prometheus** – Dashboard collecting system metrics from endpoints and serving them via the web application.

Online identity security posture and Disaster Recovery –

- Mobile and secure password solution (encrypted drive (AES256(TwoFish(Serpent))))
- Yubikey and offsite backup (more secure than SMS and phone is no longer SPF)
- Cloud storage backups
- Persistent storage OS on a flashdrive with trusted installs of KeepassXC, VeraCrypt, etc.