



Alec McCutcheon

Automation Engineer

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Hobbies

Outside of my professional work, I'm passionate about using technology to help others—whether it's volunteering my skills for individuals in need, building educational resources like a scareware simulation site to help users recognize online threats, or creating open-source tools to solve real-world problems. I also have hands-on experience with network-attached storage (NAS) systems—particularly Unraid for a range of applications including Docker container orchestration, reverse proxy setup, SSL certificate management, and web server hosting.

I'm always exploring new technologies—dabbling in React, Flutter, and integrating AI into my workflow—to stay at the forefront of innovation and to empower others through knowledge and practical solutions.

Skills

Bug Tracking

Skillful

Oral Communication

Skillful

End User Training

Skillful

Certified IT Specialist, seasoned PowerShell programmer, automation engineer, and experienced Tier 1–3 support technician. I specialize in automation, scripting, and RMM migration, developing custom solutions that streamline business operations and solve unique client challenges. My background spans system administration, technical support, and freelance work in PowerShell scripting and web design.

Employment history

Jul 2019 - Present

Automation Engineer, Tier 1-3 Technical Manager & Support Technician

One Bridge Consulting at Monmouth, Maine, United States · Hybrid

- Developed and enhanced company website, boosting user experience and functionality.
- Automated system tasks with PowerShell, elevating performance and efficiency.
- Resolved complex technical issues, improving client satisfaction.
- Mentored junior technicians, reducing escalations and improving team expertise.
- Designed custom scripts for client-specific needs, ensuring optimal system performance.
- Collaborated on internal projects, contributing to seamless business operations.
- Streamlined client systems with custom scripts, improving operational metrics and user satisfaction.
- Refined security protocols, fortifying system against potential cyber threats.
- Streamlined the migration of users and machines from a local domain to Azure AD using PowerShell scripting.
- Co-led migration to Datto RMM, significantly enhancing operational efficiency.
- Played a pivotal role in transitioning existing scripting and automation processes while leveraging and adapting new ones.
- Managed detailed system documentation, ensuring compliance and easy knowledge transfer.

Apr 2023

PowerShell Programmer, PowerShell and Project Consultant

Fiverr at Remote

- Develop custom PowerShell scripts to automate client tasks, enhancing operational efficiency.
- Provide expert consulting on PowerShell projects, delivering tailored solutions to meet client needs.
- Optimize existing scripts to improve performance and reliability, ensuring seamless execution.
- Collaborate with clients to identify requirements and deliver precise, effective scripting solutions.
- Conducted thorough code reviews to ensure script integrity and efficiency.

Remote User Support

Experienced

Help Desk Support

Experienced

Teamwork

Experienced

Ticketing Systems

Experienced

Software Troubleshooting

Experienced

Hardening

Skillful

Automation

Experienced

Troubleshooting

Experienced

Powershell

Experienced

JavaScript

Skillful

HTML

Skillful

Machine Migration

Skillful

System Health Monitoring

Skillful

Links

[Github](#)

[Linkedin](#)

[Fiverr](#)

[CompTIA A+ ce Certification](#)

2024 - Present

Web Designer (Wix), Wix Specialist, SEO & Content Management

Jackson RV Rental at Remote

- Designed and deployed a visually appealing, user-friendly website, enhancing brand messaging.
- Configured site with SEO best practices, ensuring high visibility and easy customer access.
- Utilized web design and SEO skills to create an effective online presence for the client.
- Achieved measurable results in online visibility and customer engagement.

Education

Mar 2016 - Mar 2018

Information Technology

Mid-Maine Technical Center

Basic troubleshooting of both desktop and laptop hardware and software problems using diagnostic software and electronic test equipment. Able to assemble, upgrade, and install computer operating systems, perform preventive maintenance, and conduct diagnostic system tests. Able to identify and resolve common Windows OS problems

Mar 2017 - Mar 2019

Apple Technology

Mid-Maine Technical Center

Basic troubleshooting and repair of both desktop and portable Macintosh systems, such as iMac, MacBook, and MacBook Pro. Able to identify and resolve common OS X problems and use Apple Service and Support products to effectively repair Apple hardware.

Mar 2014 - Mar 2019

High School Diploma

Messalonskee High School

Courses

Mar 2022

CompTIA A+

Central Maine Community College

References

Kayla Holt

Robert Half

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