# Alex Makidon

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## Summary

Technical Support Engineer with 8+ years of experience delivering enterprise IT support for 2,000+ users across multiple U.S. offices. Proven expertise in Microsoft 365, Intune, Autopilot, and Active Directory. Recognized for resolving high-volume tickets with a 95% first-call resolution rate, mentoring junior engineers, and creating scalable knowledge resources. Skilled in root cause analysis, process automation, and cross-team collaboration to improve support outcomes and accelerate customer success.

## Certifications

• Microsoft 365 Certified: Fundamentals (MS-900)
• Google IT Support Certificate
• CompTIA A+

## Core Technical Skills

IT Support & Endpoint Management: Intune, Autopilot, Active Directory, Azure AD, Endpoint Configuration Manager
Cloud & SaaS Platforms: Microsoft 365, Exchange Online, Teams, SharePoint, Google Workspace, Zoom, Slack
Programming & Scripting: PowerShell, Windows Command Line, HTML, JavaScript
Troubleshooting: Event Logs, Performance Traces, Root Cause Analysis, Incident & Problem Management
Process Improvement: Automation, documentation, self-service, IT orientation, technical writing
Collaboration: Security, infrastructure, unified communications, escalation management

## Professional Experience

**United States Liability Insurance (a Berkshire Hathaway Company)** — Level 2 IT Systems Engineer
Denver, CO | Dec 2016 – Present
• Provide full-scope IT support for 2,000+ employees across three regional branch offices.
• Resolve 25+ tickets daily with a 95% first-call resolution rate, improving employee satisfaction and reducing repeat issues.
• Create technical documentation and self-service knowledge base resources adopted by 2,000+ employees.
• Lead enterprise device refresh: migrate 2,000+ employees from Surface Pro to Surface Studio workstations.
• Partner with IT leadership to implement Microsoft 365 migration, ensuring smooth company-wide adoption.
• Develop automation via PowerShell scripting to remediate recurring mailbox profile issues in Remote Desktop.
• Serve as sole IT lead for three branch offices, directly supporting executives and office leaders.
• Deliver IT orientation training for all new hires; mentor 6+ new engineers and interns into high-performing contributors.
• Collaborate across infrastructure, security, and UC teams to resolve escalations and improve support workflows.
• Recognized by cross-functional leaders for reliability, workflow improvements, and proactive problem-solving.
*Key Achievement: Reduced recurring mailbox profile tickets by 40% through custom PowerShell automation.*

**Simpay** — IT Support Specialist
Bensalem, PA | 2016 – 2018
• Provide sole IT support for 150+ employees, responsible for hardware, software, networking, and vendor relations.
• Introduce ticket tracking and documentation, reducing resolution time and improving support visibility.

• Support business leaders and staff with day-to-day IT operations and application rollouts.
*Key Achievement: Implemented structured ticket tracking system that improved resolution time by 20%.*

## Projects & Portfolio

• Personal Portfolio Website — alex-makidon.github.io (AI tools, IT projects, automation resources).
• Mobile Impact Automotive (mobileimpactautomotive.com) — Designed and deployed a responsive business website with branding, logos, metadata, forms, and domain integration.
• LivMarkins Insurance (livmarkins.com) — Delivered end-to-end IT and web solutions: hosting, GitHub Pages integration, logos, forms, and metadata.

## Languages

• English (fluent)
• Russian (fluent)
• Romanian / Moldavian (fluent)
• Ukrainian (fluent)