

Alex Makidon
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Professional Summary

Customer-focused IT Support and Systems Specialist with 8+ years of experience supporting enterprise teams and SaaS environments. Skilled in onboarding, provisioning, device management (macOS & Windows), and documentation. Known for resolving issues quickly and improving the employee experience in fast-paced, hybrid/remote companies. Hands-on with Google Workspace, Slack, Zoom, Entra ID, Microsoft Intune, and support ticketing platforms. Seeking to bring a self-starting attitude and strong communication skills to a forward-thinking tech company like Temporal.

Core Skills

IT Helpdesk & SaaS Support, Google Workspace, Slack & Zoom, Account Provisioning & Deactivation, macOS & Windows Support, Device Management (Intune), Remote Support & Troubleshooting, Documentation & Knowledge Base Management, Cross-Functional Collaboration (HR, Security, Engineering), Ticketing Systems (Zendesk, Salesforce), Technical Onboarding, Customer Service

Professional Experience

United States Liability Insurance – Denver, CO

Desktop Engineer II | Feb 2019 – Present

- Provided primary IT support for over 1,500 remote and hybrid users, ensuring smooth access to SaaS and internal platforms.
- Managed device provisioning and configuration via Microsoft Intune and Autopilot (macOS & Windows).
- Provisioned accounts and access to collaboration tools including Google Workspace, Slack, Zoom, and Teams.
- Maintained internal documentation, onboarding guides, and user training videos to improve employee experience.
- Collaborated cross-functionally with HR, Engineering, and external vendors to resolve issues and optimize systems.

Simpay – Trevoze, PA

Helpdesk Technician | Nov 2018 – Feb 2019

- Handled technical onboarding and access provisioning for new clients in SaaS environments.
- Supported users with login issues, user provisioning, and documented standard procedures for repeat use.
- Worked closely with Sales and Support teams to ensure seamless client setup and satisfaction.

United States Liability Insurance – Wayne, PA

IT Service Technician Intern | Jul 2017 – Nov 2018

- Provided IT support and onboarding assistance to internal teams.
- Contributed to early drafts of internal documentation and support materials.

Education

Peirce College – Philadelphia, PA

Information Technology Certificate Program | Feb 2017 – Nov 2018

- Graduated top of class through Year Up program
- Completed six-month IT internship

Certifications

- CompTIA A+
- Google IT Support Professional Certificate
- MS-900 (In Progress)
- Network+ (In Progress)

Languages

- Russian (Fluent)
- Romanian (Fluent)
- Moldavian (Fluent)
- Ukrainian (Fluent)