

Alexander Cortada Systems and Infrastructure Engineer

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PROFESSIONAL SUMMARY

Senior Systems and Infrastructure Engineer with over 18 years of experience ensuring the reliability, availability, and security of enterprise-scale infrastructure. Proven expertise in administering Active Directory, IAM, Microsoft 365, and Azure Cloud Services, with deep knowledge of virtualization, SIEM, MDM, and disaster recovery. A proactive problem-solver skilled in root cause analysis, scripting automation, and implementing security-compliant solutions in 24/7 operational environments.

TECHNICAL SKILLS

Cloud Platforms

Microsoft Azure, AWS EC2, AWS Lightsail, Azure VDI

Identity & Access Management

Microsoft Entra ID (Azure AD), ADFS, SSO, MFA

Operating Systems

Windows Server 2019+, Windows 10/11, Linux (Ubuntu, Debian, Red Hat), macOS

Networking

LAN/WAN, VPN, Palo Alto Firewalls, HPE Aruba, Juniper Switches (JUNOS)

Monitoring & ITSM

Zabbix, ServiceNow, JIRA, BMC Footprints, Confluence

Virtualization

VMware vSphere/VCenter, Proxmox, Hyper-V, Docker, Parallels RDS

Endpoint & Systems Management

MECM/SCCM, Intune (MDM), PDQ Deploy/Inventory, MDT, Group Policy Objects (GPO)

Security Tools

AppLocker, BitLocker, Microsoft Defender, Sophos Central, SIEM, CJIS Standards Awareness

Scripting & Automation

PowerShell, Bash, Batch

PROFESSIONAL EXPERIENCE

Business Process Engineer II, Amgen / Milestone

08/2025 – Present
Tampa, FL

- Led enterprise-wide Windows 11 migration for an environment of over 50,000 devices, architecting and deploying deployment rings using Microsoft Intune feature update policies.
- Served as the escalation point for complex Windows 11 upgrade failures across the large-scale estate, utilizing Intune reports and PowerShell to diagnose issues related to compatibility, hybrid join conflicts, and service health.
- Managed the technical transition from SCCM to a modern management model with Microsoft Intune at scale, optimizing update and compliance processes for all 50,000+ Windows 10/11 endpoints.

- Ensured upgrade readiness for the entire fleet by analyzing Microsoft Entra ID join status and hardware compliance, proactively mitigating risks to prevent widespread deployment issues.
- Automated routine tasks and generated fleet-wide reports using PowerShell scripting to efficiently monitor and manage the Windows 11 upgrade lifecycle for tens of thousands of devices.
- Configured and maintained device compliance policies and security baselines within Intune to ensure the security posture of all upgraded endpoints.

Owner / Operator, Acension L.L.C.

01/2025 – Present
Bartow, FL

- Spearheaded the development and maintenance of client infrastructure systems, directly enhancing reliability and availability for small to mid-sized businesses.
- Administered and secured core enterprise platforms including Active Directory, Microsoft 365, Azure Cloud Services, Linux virtual machines, and LTSP thin clients.
- Designed and implemented robust disaster recovery plans, conducting regular tests to ensure system resilience and data integrity for critical business operations.
- Led troubleshooting and root cause analysis efforts, resolving complex hardware and software issues in 2/7 operational environments to minimize client downtime.
- Managed full technology lifecycles for new and existing sites, including installation and configuration of wireless APs, network switches, servers, desktops, and POS systems.
- Executed low-voltage wiring projects (Cat5/Cat6) to establish and maintain robust network connectivity.
- Consulted directly with business owners and managers to align technology solutions with operational requirements and strategic goals.

Systems Infrastructure Engineer, W.S. Badcock Corporation

09/2021 – 10/2023
Mulberry, FL (Remote)

- Administered and migrated On-Premise Active Directory to Azure AD (Microsoft Entra ID), ensuring seamless hybrid identity management for a multi-domain enterprise environment.
- Provided technical administration and operational support for Microsoft Azure Cloud Services, including the deployment and management of Azure VDI and SQL server migrations to the cloud.
- Managed and secured the Microsoft 365 environment, including Exchange Online, SharePoint, Teams, and user account lifecycle management for thousands of users.
- Served as Subject Matter Expert (SME) for Mobile Device Management (MDM), utilizing MECM/SCCM and Intune to build, deploy, and patch over 7,000 endpoints enterprise-wide.
- Wrote and deployed custom PowerShell scripts and created complex Group Policy Objects (GPOs) to automate software installation, OS deployments, and security configurations.
- Administered the virtual environment via VMware vSphere/VCenter, maintaining high availability for servers and critical backend systems, including credit card processing.

- Implemented and supported endpoint security solutions (Sophos Central, Microsoft Defender) and configured AppLocker policies to meet data protection and compliance standards (SOX).
- Performed root cause analysis for major incidents, collaborating with IT Security to ensure systems adhered to industry-standard data protection policies.
- Monitored system uptime and performance for 700+ locations using the Zabbix enterprise monitoring solution, proactively addressing issues to minimize downtime.
- Managed enterprise backup and disaster recovery systems, ensuring data integrity and recovery capabilities.

T2 Support Engineer, Compass MSP - Firmenich

04/2020 – 09/2021

T2 Support Engineer | Modis - W.S. Badcock Corporation | Mulberry, FL |
Mar 2019-Apr 2020

Lakeland, FL

- Managed and resolved tickets through ServiceNow, ensuring timely resolution of issues and requests.
- Administered and maintained MDT imaging servers and PDQ Deploy/Inventory for software distribution and endpoint management.
- Configured and supported Azure Active Directory, managing the migration from legacy AD and implementing MFA (Duo, Microsoft Authenticator).
- Monitored, replaced, and maintained network switches and VPN connectivity across the campus and remote stores.
- Authored and maintained technical documentation for systems and processes in Confluence.

Systems Support Engineer, Hays-Hillsborough County / Quala Industrial

04/2018 – 02/2019

- Managed Windows endpoints and deployed software packages and security patches via SCCM.
-Troubleshooting and resolving hardware and software issues for Windows 7, 8, and 10 in a public sector environment.
- Managed VPN, wireless security, and mobile devices (iOS) using AirWatch MDM profiles.

Tampa, FL

Systems Engineer, Univision Communications Inc / HCL of America

08/2012 – 03/2018

- Led a 9-person team in projects and disaster recovery, maintaining network and system integrity for a 2/7 broadcast TV network.
- Managed network servers, VPN gateways, and security patches for all company devices using SCCM.
- Supported LAN/WAN, performed network address assignments, and configured routing protocols and DHCP.
- Executed a company-wide Office 365 upgrade, including installation, migration, and troubleshooting.

Tampa, FL / San Antonio, TX

EDUCATION

High School Diploma