**Alexander Vidal**

97 Elm Hill Ave, Boston, MA 02121 • (857) 880-6019 • Alexander.E.Vidal@gmail.com

**EXPERIENCE**

**Stoke Therapeutics Cambridge, MA**

*System Administrator November 2021 – Present*

* Successfully created a user account provisioning and deprovisioning scripts. The provisioning script created users in Active Directory, synced the accounts to Entra ID, licensed users for entitlements including an exchange mailbox and added users to groups based on their departmental needs. The deprovisioning script removed user entitlements and disabled user accounts both on prem and in Entra ID. These scripts improved team productivity and reduced the amount of time spent on user account provisioning & deprovisioning by 2 hours per user.
* Successfully implemented Microsoft Autopilot, which streamlined the deployment and management of Windows devices, enhancing organizational efficiency. This approach reduced the amount of time spent on building machines and allowed the OEM to ship the machine directly to the user, eliminating the middleman.
* Successfully implemented Mobile Application Management (MAM) to enhance security and compliance by prohibiting the organization’s data from being shared outside of trusted applications.
* Implemented a networking monitoring system that alerted the team when specific triggers were met using Zabbix. Created and packaged win32 apps to deploy via Intune to managed devices. Created security policies in Intune’s Endpoint Security to encrypt over 200 devices with BitLocker and store the BitLocker key in Entra ID. Created a VMware dev environment for script testing. Initiated and completed a project that automated deletion of staled devices and m365 groups from Entra ID & Intune. Created a PowerShell function library to reduce time spent on script writing.

**Consultant Cambridge, MA**

*System specialist II Feb 2019 – August 2021*

* I consulted for the following companies during this period; **Catchpoint**, **Shore Light Education**, **Ice Miller**, **Foundation Medicine**, **KIPP Lynn Academy** and **Wave Life Sciences**.
* Assisted Server Engineer by updating over 500 laptops with Windows security patches using SCCM.
* Led Encryption project where over 200 laptops were moved from using Sophos Safeguard to BitLocker and Active Directory for key storage.
* Used PowerShell to create and troubleshoot mailboxes in Exchange Online, 2010 and 2016.
* Worked with RDS vendors regarding license renewals, transfers and data migration.
* Provisioned, managed and troubleshot user accounts, mailboxes and licenses in G-Suite and Google Admin Console for 3 KIPP sites (2 in Lynn, 1 in Boston)
* Provisioned and managed user accounts and entitlements in OKTA.
* Provisioned and managed onprem user account attributes and permissions in Active Directory.
* Provisioned and managed user mailboxes, shared mailboxes, distribution lists, user rules in Exchange Online.
* Managed users licenses for Adobe, Smartsheet, Zoom Pro, PagerDuty.
* Experience with the following ticketing systems; SolarWinds, ServiceNow, BMC Track-it and Zendesk
* Created and maintained shared mailboxes and distribution lists.
* Supported users with the following systems: Dropbox, Atlassian Bitbucket, Okta, Adobe and Microsoft 365.
* In charge of all aspects of offboarding and new hire onboarding including account creation and termination, and granting and revoking access to all systems

**Agios Pharmaceutical Cambridge, MA**

*Technical Support**Specialist**March 2018 – January 2019*

* Lead refresh project for over 300 users – updating laptops from Dell Windows 7 to Lenovo X1 Windows 10
* Pushed software to users using SCCM and JAMF
* Handled 10 – 15 complex tickets daily
* ServiceNow ticketing system

*Desktop Support Intern August 2017 – January 2018*

* Responsible for Malware removal
* Performed OS reinstallations on faulty laptops
* Assisted 15-20 end users daily with hardware and software issues to improve productivity
* Logged issues via BMC Track-It ticketing system
* Performed break/fix procedures and troubleshot Dell Latitude and Lenovo X-series laptops
* Replaced malfunctioning hardware (HDD/RAM/keyboards/NICs)
* Installed, configured software/hardware per requirements provided by team lead
* Managed user and account objects; security and distribution groups in Active Directory
* Installed and maintained Sophos Endpoint Protection to lock down user laptops
* Assisted with MS Office 2013 and 2016 deployment
* Maintained printers; changing toners, waste boxes and troubleshooting

**EDUCATION**

**Year Up Boston, MA**

*Information Technology Training March 2017 – January 2018*

* Completed a one-year career-development program which included college-level courses, professional training, and a six-month professional internship in Information Technology
* Joined the Tech Squad twice a week to work on the building’s 210 student laptops. This involved re-imaging, updating to Windows 10, and changing usernames

**AWARDS AND HONORS**

**Year Up**

* Presented with the ***Strive to Learn Award***. Chosen out of 32 candidates for this award