Fruendly Alexis

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IT professional with a strong foundation in security and a growing passion for DevOps and cloud operations. Currently pursuing the Google Cloud Associate Cloud Engineer certification while self-hosting services using Docker Compose to deepen hands-on experience in automation, infrastructure as code, and system reliability. Certified in Security+, Pentest+, and Project+, with real-world experience managing hybrid environments, GCP, Jamf, Intune, and GitHub. Looking to combine infrastructure knowledge with proactive security practices.

Technical Skills & Certifications

- **Cloud & Infrastructure:** Google Cloud Platform (GCP), Docker, Terraform (basic), GitHub, Google Workspace, O365
- **Security & Endpoint Management:** Google Admin, Microsoft Admin, Sophos, HackerOne
- **Languages & Scripting:** Python, SQL, App Script, Bash
- **Certifications:** Google Cloud ENG (Sept 2025), Network+, Project+, Security+, CySA+, Pentest +, SSCP, CCSP

Professional Experience

Senior Tech Ops Specialist INSHUR - Hybrid New York, NY Feb 2025 to Present

- Managing a fleet of (Mac/Windows) devices using Jamf and Intune for over 400 Global employees
- Participating in internal vulnerability triage efforts via HackerOne
- Contributing to internal tooling with AppScript, Python, and Docker.
- Supporting and training junior members of the team

Tech Ops Specialist INSHUR - June 2023 to February 2025

- Managed MDMs (Jamf, Intune) and Protection (Sophos), ensuring compliance with security policies.
- Secured user accounts in Google Workspace / O365, identity management, and access control best practices.
- Provided infrastructure support using GCP, GitHub, and HackerOne platforms.
- Delivered support using: Postman, Python, JavaScript, MongoDB, BigQuery, SQL.

Level II Help Desk Future Tech Enterprise Inc - Long Beach, NY June 2021-2023

- Average of 20+ technical tickets by providing expert support for Windows desktops, Macs, and printers.
- Managed Active Directory, DHCP, and TCP/IP issues.
- Coordinated and executed the seamless migration of O365 to Google Workspace.

Field Service Technician II Toshiba / IBM. Feb 2019 to June 2021

- Successfully transitioned Walgreens contract from IBM to Toshiba, ensuring seamless delivery of field services
- Trained and supervised new hires, contributing to the overall growth and development of the team.

Education

Bachelors Cyber Security And Information Assurance WGU (August 2024)
Associates Cyber Security And Information Assurance Suffolk Community College (May 2019)