

Alex Epstein

IT Support

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Professional summary

System Administrator with 2 years of experience managing IT infrastructure, including Active Directory, Azure, VMware, and Entra ID. Demonstrated proficiency in enhancing system efficiency and streamlining IT asset management, supporting over 170 end-users and maintaining optimal performance for virtual machines and servers. Skilled in implementing automation and compliance measures, ensuring seamless operations and minimal downtime.

Employment history

NOV 2022 – PRESENT
MADISON, WI

IT Support Specialist, Axley Attorneys

- Provide technical support for 170 end-users, resolving over 60 tickets weekly, enhancing organization efficiency.
- Collaborate with HR and Marketing to streamline onboarding leveraging Microsoft Power Automate and Entra ID connections.
- Handle licensing and manage user resources through 365 Admin and Exchange Admin, ensuring compliance.
- Streamline IT asset management, tracking over 250 devices, ensuring timely upgrades and minimizing downtime.
- Oversee 28 Windows 11 virtual machines and 3 VMware ESXi hosts, maintaining optimal performance.
- Manage and approve software updates using a variety of tools such as win-get, Chocolatey, and PowerShell scripts, ensuring seamless updates.
- Implement troubleshooting procedures on-site and remotely through RMM Tools (NinjaRMM and Atera)
- Oversee new-user onboarding through Entra ID and managing MFA compliance via DUO admin/Microsoft Authenticator.
- Control Ubiquiti deployment of 24 AP's and 10 camera systems across 3 locations
- Develop custom Group Policy Objects to automate routine tasks, reducing manual workload and increasing productivity.
- Handle backup policy for 90TBs of data through Veeam

Skills

Active Directory	Azure
VMware	Entra ID
Power Automate	Veeam

Education

SEP 2016 – DEC 2020
MINNEAPOLIS, MN

Bachelor's Degree in Graphic Design, University of Minnesota-Twin Cities

Certifications

- AZ-104 Microsoft Certified: Azure Administrator Associate
JULY 2024
- CompTIA A+
SEP 2022