

Jonathan Alexander

Systems Administrator

Snoqualmie, WA - Email me on Indeed: indeed.com/r/Jonathan-Alexander/fae737facc397573

Authorized to work in the US for any employer

WORK EXPERIENCE

Premier Field Engineer

Microsoft - Issaquah, WA - October 2015 to Present

- o Provide proactive and reactive support for Enterprise customers.
- o Responsible for dedicated customers and building relationships while finding opportunities.
- o Ensure that all customers are treated with professionalism and provide white glove service.
- o Maintain privacy and security standards with all work due to the sensitive nature of customer data.
- o Use Windows Performance Toolkit and Performance Monitor to troubleshoot and diagnose Windows performance issues as well as isolating application bugs.
- o Collaborate with Technical Account Managers, Account Executives, and team members to meet customer expectations.
- o Provide mentoring for all colleagues in need of assistance with policy and direction.
- o Deliver workshops on various topics including Windows 10, Security, Performance Analysis, Deployment, and Application Compatibility.
- o Travel to customer sites to deliver training.

Skills: Windows 10 Deployment

- o Skills are focused on Windows Client and related technologies.

Office 365 Exchange Support Engineer III

Allyis - Issaquah, WA - May 2015 to October 2016

- o Provide support for Exchange Office 365 Dedicated and ITAR environments with over 3 million seats (Fortune 500).
- o Responsible for working through ticketing system queue with wide variety of Exchange related issues.
- o Ensure that all customers are treated with professionalism and provide white glove service.
- o Maintain privacy and security standards with all work due to the sensitive nature of customer data.
- o Use PowerShell scripting to perform daily tasks as well as Fiddler, Netmon, and Wireshark to analyze TCP/IP traffic.
- o Collaborate with Technical Account Managers and Premier Support Engineers to meet customer expectations.
- o Provide mentoring for all colleagues in need of assistance with policy and direction.

Systems Administrator

N P Dodge Company - Omaha, NE - October 2012 to April 2015

- o Provide help desk support, including on-call afterhours support, for 1000 users.
- o Responsible for imaging new and existing workstations as well as configuring servers and mobile devices.
- o Manage Windows Server, Exchange Server, VMWare ESXI, and Citrix XenApp.
- o Transport network equipment and workstations to locations around Omaha.
- o Maintain inventory of hardware and software licenses.
- o Install and manage Cisco switches and routers with VLANs.

System Analyst - Alegent Account

XEROX CORPORATION - Omaha, NE - September 2010 to October 2012

- o Configured new and refurbished Xerox devices for Alegent customers.
- o Coordinated installs with Alegent IT, Nationwide delivery, and provided on-site customer training.
- o Transported small to medium size Xerox devices to sites in the metro area.
- o Provided support for end users concerning service calls on Xerox devices.
- o Collected billing meters, while traveling to over 100 Xerox devices spread across the metro area.
- o Provided IT support for Xerox staff desktops, laptops, and consulting for Planet Press software.
- o Provided additional support, and troubleshooting for Xerox technicians.
- o Designed, implemented, many forms, Access databases, and documents for Xerox use including supply room audits.

Fleet Manager / Customer Service Operator - EMSI Account

RICOH AMERICAS CORPORATION - Omaha, NE - May 2009 to September 2010

- o Maintained copier fleet, with monthly meters totaling over 1 million prints.
- o Maintained paper levels for copiers, multi-function printers, and faxes.
- o Ordered toner and many other supplies for machines.
- o Mail room duties including ordering FedEx supplies for shipping.
- o Distributed all internal mail, departmental documents and reports.
- o Relocation of computer equipment including workstations, and terminals.
- o Shipping of FedEx packages with volumes of over 200 overnight priority envelopes.
- o Arranged, and configured computer, projector, and audio equipment, for yearly presentation headed by top execs.

Store Manager - Midtown Location

ARN NETWORKS INC - Omaha, NE - February 2008 to August 2008

- o Salesman for all hardware, and software.
- o Worked directly with customers daily to approve services, and provide progress updates.
- o Diagnosed, quoted, repaired, and built computer systems.
- o Supervisory duties for interns, and technicians plus retail store upkeep, and cleaning.
- o Management of new computer system design, compatibility research, and master parts list.
- o New computer system brochure design, including marketing for desktops and laptops.
- o Installation of all software, and hardware sold, or provided by customers.
- o Virus, trojan, spyware, and malware expert removal.
- o Backup and recovery of hard drives, optical discs, and other magnetic storage.
- o Onsite service for residential, and business customers.

Computer Technician - Technology Department

DUBLIN INDEPENDENT SCHOOL DISTRICT - Dublin, TX - January 2005 to November 2007

- o Troubleshoot, repaired, built, and configured computers.
- o Managed LightSpeed Systems internet filtering server, and investigated inappropriate content.
- o Maintained nearly 500 laptops, and over 1000 computers total district-wide.
- o Experience with Novell server, with delivered applications, and printers
- o Supported teacher projects, and 320 middle school students with personal laptops.
- o Managed inventory, asset tags on all electronic devices, and removed over 100 obsolete computer systems off campus.
- o Managed network switches, access points, network printers, routers, SMART boards, and document cameras.
- o Troubleshoot, and repaired HP LaserJet printers.

Computer Technician - Technology Department

SANTO INDEPENDENT SCHOOL DISTRICT - Santo, TX - September 2004 to November 2004

- o Troubleshoot, repaired, built, and configured computers.
- o Upgraded aging computer lab with new motherboards, power supplies, and hard drives.
- o Installed network cabling, replaced printer cartridges, and toners district-wide.
- o Supported 250 desktops, and laptops.

Computer Technician - Technology Department

SANTO INDEPENDENT SCHOOL DISTRICT - Santo, TX - November 2002 to June 2003

- o Troubleshoot, repaired, built, and configured computers.
- o Upgraded aging computer lab with new motherboards, power supplies, and hard drives.
- o Installed network cabling, replaced printer cartridges, and toners district-wide.
- o Supported 250 desktops, and laptops.

CERTIFICATIONS/LICENSES**A+ Certified Professional**

October 2003 to Present

Microsoft Certified Trainer

March 2017 to March 2018

MS: Planning for and Managing Devices in the Enterprise

January 2017 to Present

MCPS: Microsoft Certified Professional

January 2017 to Present

MS: Configuring Windows Devices

February 2017 to Present

MS: Architecting Microsoft Azure Solutions

February 2017 to Present

MCSE: Mobility — Certified 2017

February 2017 to Present

MCSE: Mobility 2017

February 2017 to Present

MCSA: Windows 10

February 2017 to Present

ADDITIONAL INFORMATION

For more than 15 years, I have worked in the technology field, and I love what I do. I have a strong background in Microsoft products, as well as Apple and Linux. My deep interest in technology allows me to feel comfortable working with new software, and hardware environments. With my strong problem solving skills, and ability to quickly adapt to changing situations, I am always ready to accept a challenge. A swift learning curve and self-motivation on top of great teamwork is what sets me apart from the rest. Assisting with research projects,

presentations, and other special needs, are my specialty. I am very organized, and prefer to keep my area neat. The network management experience I have could greatly benefit any company.