Alejandro Garcia

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WORK EXPERIENCE

Independent Financial Group, LLC   **Del Mar, CA**
System Administrator   *February 2020 - Present*
- Manage client devices utilizing MDM tools, such as Microsoft Intune.
- Design, configure, deploy, and maintain applications, servers, storage, and some network solutions, both on-premises and in the Azure public cloud.
- Automate repetitive tasks through the use of scripting languages to reduce operational overhead.
- Perform root cause analysis on major problems and document resolutions.
- Create and maintain technical documentation and department processes.

Centrex IT   **San Diego, CA**
Support Analyst II   *July 2018 - February 2020*
- Provided IT Support for our two largest clients, totaling an end-user count of eight hundred plus across thirty different sites.
- Reduced total amount of trouble tickets by over twenty percent allowing the team to shift focus to proactive measures.
- Performed IT infrastructure audits during initial client onboarding projects and provided remediation recommendations to improve existing infrastructure.

RSI Security   **La Jolla, CA**
Systems Analyst   *January - July 2018*
- Performed security compliance audits for client systems/environments. Provided remediation recommendations from results to accomplish meeting compliance standards.
- Collaborated with system and network engineers on multiple infrastructure projects from onboarding to infrastructure implementations.
- Surpassed daily incident ticket closure goals by more than 50% on a consistent basis.

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

- CompTIA A+
- Microsoft Azure Fundamentals (AZ-900)
- Microsoft Azure Administrator Associate (AZ-104)
- Microsoft Azure DevOps Engineer Expert (In-Progress)

SKILLS & INTERESTS

Skills: Network & Server Administration, Scripting, SSO, Okta, Microsoft Azure, Azure ARM/BICEP, Microsoft Intune, Access Management, Monitoring, Automation, Security, VMware, HTML, CSS, Javascript, React.

Interests: DevOps, Terraform, Ansible, Docker, Containerization, Linux.