

## **Alexis Chaffin**

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### **PROFESSIONAL SUMMARY**

Cloud-focused Systems Administrator with 2+ years of experience supporting hybrid Windows and Microsoft 365 environments. Strong background in Entra ID identity governance, infrastructure automation, and advanced Tier III troubleshooting. Proven ability to reduce operational costs, enforce security policy via Conditional Access, and improve reliability in complex, fast-paced environments.

### **TECHNICAL SKILLS**

Cloud & Identity: Microsoft 365 Administration, Entra ID (Azure AD), Hybrid Identity, MFA, Conditional Access  
Systems: Windows Server, Active Directory, Group Policy, Windows 10/11, Linux

Networking: DNS, DHCP, VPN, Firewalls, TCP/IP

Troubleshooting Automation & Tools: PowerShell, Bash, Datto RMM, Kaseya VSA, ITGlue

Other: Endpoint Management, Patch Management, Monitoring, Technical Documentation

### **PROFESSIONAL EXPERIENCE**

#### **Atom Creek — Centralized Services Technician & Systems Technician II (Jan 2025 – Dec 2025)**

- Engineered PowerShell and Bash scripts for configuration management and deployments via RMM, reducing manual administrative time by an estimated 30%.
- Performed Root Cause Analysis (RCA) for complex, recurring network incidents (DNS, DHCP, VPN), reducing critical system downtime by 40%.
- Administered hybrid identity environments using Active Directory and Entra ID, designing and enforcing access, groups, and security policies for 565 users.
- Executed server and system patching and backup validation, maintaining 100% patch compliance on core Windows Server infrastructure.
- Configured and managed endpoints using Datto RMM, leveraging automation and standardized deployments across the network.

#### **Plante Moran — IT Consultant (Jan 2024 – Jan 2025)**

- Managed Microsoft 365 services, including mailboxes and licensing for 11 client tenants, ensuring efficient utilization and access controls.
- Provisioned and secured over 100 Windows devices using standardized imaging, BitLocker encryption, and security baselines.
- Resolved high-priority Wi-Fi, VPN, and switching connectivity issues for enterprise users.
- Created and maintained detailed Standard Operating Procedures (SOPs) and runbooks for core infrastructure services to onboard new team members.
- Supported cloud-connected enterprise environments across servers, networks, and user workstations.

#### **Huhtamaki — Business Analyst Intern (May 2022 – Jul 2022)**

- Assisted OT/IT integration initiatives and created documentation for system access controls.
- Developed JavaScript-based digital safety signage integrated into plant systems.

### **EDUCATION & CERTIFICATIONS**

B.S. Information Technology — Purdue University (Dec 2023)

GPA: 3.73, Minor: Management

Certifications: CompTIA A+, Network+, IT Operations Specialist (ITOps+), Certified Secure Computer User (C/SCU), Kaseya RMM Admin, Kaseya RITSM, ITGlue Technician, VSA 10 Technician