**Alexander Alvonellos**

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# Professional Summary

***Purposeful, meticulous, and innovative professional, with more than 10 years of experience in IT field across many problem domains.***

Areas of Expertise

|  |  |
| --- | --- |
| ***AutoIt / AutoHotKey / PowerShell***  ***BASH / ZSH Scripting***  ***Object Oriented Programming***  ***Healthcare and Financial Sector specialist*** | ***Core Java Development***  ***Python***  ***MySQL / MSSQL / Postgres***  ***Programming & Scripting*** |

# Professional Experience

## Accenture LLP § Atlanta, GA §30T30T https://www.accenture.com

### Senior Software Developer - Blockchain Nov 2021 – Present

* Developed API backend applications using Java and Spring Boot
* Technology Stack: Java / Tomcat / Spring Boot / Postgres / OpenShift / AWS / Jenkins / Bitbucket / Jira / REST / OpenAPI / Jacoco / Remix / IntelliJ

## Peachtree Computers § Atlanta, GA §30T30T <http://peachtreecomputers.net/>

### IT Support Technician, Field/Remote Support Technician Aug 2017 – Nov 2021

* Supports and repairs customer devices in a high-volume production environment & facilitates timely diagnosis and remediation of customer problem tickets with an average time to close of less than 24 hours. Multitask and work on more than 4-5 tickets at a time.
* Broad expert-level problem-solving skill set in hardware break / fix. From logical data recovery, (macro) soldering and low-level device repair, updates, patches, drivers, software and hardware troubleshooting, virus removals, and optimizations within ticket resolution timelines.
* Implement cloud solutions for small to medium business using Azure, EC2, Microsoft 365.
* Monitor, maintain, and develop software for managed services platform.
* Troubleshooting LAN, VPN, WAN, WLAN issues and the installation of all related equipment. Install design and implement cloud-driven networking technologies using SonicWALL and Ubiquiti Networks equipment. Setup routers, design and implement WiFi networks as well as VPNs.
* Setup and install Routers, Switches, Network printers, peripherals, and other related hardware.
* Performed onsite and remote help services.
* Developed software for inventory control and automation. Wrote programs to automate monitoring, deployment tasks. Built whole script libraries for automating migrations and simplifying day-to-day operations and improving efficiency.

***Key Highlights:***

* *Designed and implemented scripts to automate maintenance and troubleshooting of computers through Ninja*
* *Aided in development of new standards, policies, and repair techniques.*
* *Assistant in the development, expansion, and growth of Managed IT services division of company*
* *Implemented new methodologies for automated problem remediation through RMM w/ integration into Repairshopr PSA*
* *Assisted in authorship of company repair manual and technical documentation*
* *Design and implement new infrastructure, hardware, using M365 Azure / Office Technologies for more than dozens of large businesses*
* *10+ Years Desktop Support Experience*
* *10+ Years Microsoft Windows Support Experience*
* *8+ Years SMB Support Experience*
* *8+ Years Networking Experience*
* *5+ Years Linux Support Experience*
* *6+ Years SonicWALL Support Experience*
* *3+ Years Managed IT Experience*

## Dougwoody Installs, LLC / Quick Stop Computers § Byron, GA § 30T[30Thttps://quickstopcomputers.com/](https://quickstopcomputers.com/)30T

### Software Developer, Lead Tech, Systems Administrator, Field Support Technician May 2010–Aug 2017

* Diagnosed, repaired, and install computer hardware and software as well as related peripherals in a variety of environments (Windows / Linux / Mac)
* Supported small and medium businesses with a focus on Healthcare and Financial Sectors.
* Consulted on projects, developed software and maintained existing software projects according to client demands using Agile Methodology, GitHub, C#, Python, and MySQL / MSSQL. Maintained existing software for clients in FOXPRO.
* Performed major rollouts and installations using Active Directory and GPO, Powershell, and AutoIt scripting technologies to guarantee minimum downtime between software/hardware deployments. Utilized Ghost / CloneZilla and a variety of imaging technologies to quickly prepare machines.
* Troubleshoot LAN/WAN/VPN issues. Design and implement IT networks to provide the most cost-effective and reliable solution to match client needs.
* Design and implement business information systems structure using Microsoft technologies (Windows Server, AD, Azure, Exchange, IIS, SQL SERVER) and related software to monitor and update systems on a continuous basis, providing the most current and reliable updates, patches, and drivers.
* Perform Unix / Linux systems administration on high availability terrestrial servers, VPS, AWS instances. Expert on LAMP stack, DNS, and custom application software. Experienced in several distributions, mainly: CentOS, Red Hat, Fedora, Debian, Ubuntu, SCO Unix and Solaris. Develop BASH, ZSH, Perl scripts to automate tasks and implement cron jobs and scripts to perform maintenance on Linux servers as necessary. I did this every day in maintenance of websites.
* Design and implement disaster recovery plans in the case of failure. Expert in use of off-site storage technologies including cloud backups, file synchronization, and AD federation in hybrid cloud deployments, DFS replication.

***Key Highlights:***

* *Won a major client for the business from a competitor by designing and implementing a complex hybrid cloud-based solution*
* Developed a very complex project in C# for a client performing quantitative / qualitative / intramarket analysis and pattern recognition on more than 1 million rows of stocks / futures / financial data using parallelism and LINQ. Developed hand-coded data structures for most efficient processing of data.
* Built server infrastructure and maintained it.

## Middle Georgia Computers § Warner Robins, GA

### Computer / Network Technician May 2009–April 2010

* Performed repairs on customer machines, including updates, patches, drivers, software and hardware troubleshooting, virus removals, and hardware break / fix.
* Communicate with other technicians to communicate incidents, problems, as well as aid in diagnosing issues.
* Setup and installed network printers, peripherals, and other related hardware.
* Performed onsite installations and repairs; removed viruses, optimize computers, troubleshoot and repair hardware and software issues

***Key Highlights:***

* *Designed and implemented scripts to automate virus removals and optimizations as well as updates to client machines.*

# Education

**Bachelor of Science in Computer Science** § Mercer University § Macon, Georgia

**High School Diploma** § Alpha Omega Academy § Rock Rapids, IA (2008) (3.985 GPA / Honors)

# Languages

AutoIt, BASH, BATCH, C# 3-5 (LINQ), Foxpro 2.6, SYBASE, Java 6-8, Perl 5, Powershell 7, Python 2.7 / 3, SQL (MSSQL 2000 – 2008, MySQL, SQLite, Postgres), VBA. Learning Go and newer versions of C#.

# Technologies

LAMP Stack, IIS,AWS (EC2, S3), Azure DaaS, IaaS, SonicWALL, Microsoft Active Directory (LDAP), RADIUS, RAID, MS Exchange, Git, Docker, G-Suite, Office 2003-Microsoft 365, Windows XP-Windows 10, Server 2003-2019, Fonality VoIP, 8x8 VoIP Systems, Untangle Firewall Systems, Ubiquiti Networks, Seafile, Amazon Beanstalk, Basecamp, NinjaRMM, TechSuite, Kabuto, QuickBooks, ESET AV, VMWare vSphere, VirtualBox, Hyper-V Virtualization, WebRoot Corporate Anti-Virus, ZFS

# Activities

***National Honors Society |*** Alpha Omega Academy | ***2010***

***Hero of Middle Georgia Award,*** City of Warner Robins, for actions towards preventing a drowning

***Miller-Motte Technical College,*** IT Program Advisory Board, 2016

# Certifications

***CompTIA A+ Certification*** | ***April 2020 – August 2023***

***CompTIA Network+ Certification | August 2020 – August 2023***

***CompTIA CIOS Stackable Certification | August 2020 – August 2023***

***Apple Certified Macintosh Technician (ACMT) | March 2020***

***Microsoft Certified Azure Administrative Associate | In Progress***

# References

**Available Upon Request**