Alex González

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Professional Summary

Dynamic Systems Engineer with over 4 years of experience in systems administration and integration, both on-premises and cloud-based. Skilled in virtualization, server management, and identity management, with a strong focus on security and automation.

Experience

Systems Engineer II   *Rochester, NY*
Conifer Realty, LLC   *Dec 2022 – Present*

- Configured at scale iOS, Android, Windows, ChromeOS, and macOS devices using Microsoft Intune, Windows Autopilot, and Jamf to streamline device enrollment, configuration, and compliance.
- Administered Microsoft 365 and Azure environments including Entra ID, Intune, SharePoint, Exchange, etc.
- Migrated on-premises resources to Azure with adherence to the Azure Well-Architected Framework.
- Designed enterprise-level network solutions for new and existing sites using Hamina Network Planner.
- Configured and deployed network devices such as firewalls, switches, and access points.
- Developed integrations with CI/CD using Azure DevOps, leveraging PowerShell, SQL, and RESTful APIs of SaaS solutions including but not limited to Exchange, SharePoint, Freshservice, and Paylocity.
- Led an identity and mobile device management initiative to transition to employee-assigned identities and managed devices, implementing MFA and enforcement of conditional access policies through Entra ID and Intune.

Systems Engineer I   *Rochester, NY*
AeroSafe Global   *Mar 2022 – Nov 2022*

- Maintained scalable and highly available hybrid infrastructure to support 24/7 manufacturing operations.
- Applied ITIL principles for process improvement and alignment of IT services with business needs.
- Strengthened security posture by enforcing Principle of Least Privilege (PoLP) and Role-based Access Control (RBAC) across environment platforms.
- Implemented Veeam Backup solutions for hybrid resources, accompanied by a comprehensive disaster recovery plan.

Support Analyst   *West Henrietta, NY*
Innovative Solutions   *Mar 2021 – Mar 2022*

- Delivered tier 2 technical support, assisting customers with troubleshooting various identity, software, and hardware issues in addition to project implementations.
- Conducted routine preventative maintenance tasks on customer network, compute, and storage infrastructure to ensure proper patch management, functionality, and uptime availability.

End-User Support Technician I   *Rochester, NY*
Conifer Realty, LLC   *Nov 2018 – Mar 2021*

- Delivered tier 1 technical support for hardware and software, ensuring clear communication, consistency, and thorough documentation in all support interactions.
- Created standard operating procedures and automated workflows for purchasing, technical documentation and "employee journeys" with emphasis on Role-based Access Control (RBAC) and onboarding/offboarding experience.

Skills

Cloud Platforms: AWS, Azure

Server Management: Linux, Windows Server

Virtualization: VMware, Hyper-V, Proxmox

Programming and Integration Technologies: PowerShell, Python, JavaScript, JSON, REST APIs, Microsoft Graph

Backup & Recovery: Veeam Backup & Replication / M365, disaster recovery planning

Networking: TCP/IP, VLANs, DHCP, DNS, 802.1X, LACP, load balancing

Identity Management: Active Directory, Entra ID, Identity Governance, MFA, SAML, OAUTH, SCIM

Monitoring Tools: SolarWinds, Datadog, Freshservice

Languages

Spanish: B2

English: Native speaker

Certifications

Microsoft: Azure Solutions Architect Expert, Azure Administrator Associate, Identity & Access Management Associate
Amazon Web Services: AWS Solutions Architect Associate
CompTIA: Network+, Security+, CySa+

References

Delaware North
in Jean-Marc Paquin
Available upon request

Self-employed
in David Carpenter
Available upon request

Self-employed
in Lindsay Weber
Available upon request