

Alex González

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SUMMARY

Experienced Systems Engineer with a strong background in designing and maintaining reliable IT infrastructure. Adept at leading projects and working collaboratively with teams to deliver effective solutions.

CERTIFICATIONS

Azure Solutions Architect Expert

Microsoft • Valid thru Dec 2025

Identity & Access Management Associate

Microsoft • Valid thru Feb 2026

Azure Administrator Associate

Microsoft • Valid thru Aug 2026

Network+, Security+, CySa+

CompTIA • Valid thru Oct 2027

EXPERIENCE

Systems Engineer II

Conifer Realty, LLC

Dec 2022 - Sep 2025

Rochester, NY

- Configured at scale iOS, Android, Windows, ChromeOS, and macOS devices using Microsoft Intune, Windows Autopilot, and Jamf to streamline device enrollment, configuration, and compliance.
- Adhered to CIS security controls framework to implement safeguards against common cyber security attack vectors.
- 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 medium-large scale 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 using CI/CD with Azure DevOps, leveraging PowerShell & SQL scripts, Logic Apps, and RESTful APIs of SaaS solutions including but not limited to Microsoft Graph, Freshservice, 8x8, ReadyCloud, and Paylocity.
- Led an identity and mobile device management project 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

AeroSafe Global

Mar 2022 – Nov 2022

Rochester, NY

- Maintained scalable and highly available hybrid infrastructure to support 24/7 manufacturing operations.
- Optimized the Windows device deployment workflow by utilizing the existing M365 tenant relationship with the original equipment manufacturer (OEM) to pre-register Autopilot devices, apply a clean standardized Windows image, and affix asset tag with subsequent ingestion to asset inventory.
- Applied ITIL principals for process improvement and alignment of IT services with business needs.
- Strengthened security posture by enforcing Principal of Least Privilege (PoLP) and Role-based Access Control (RBAC) in Active Directory, Entra ID, and respective Software as a Service (SaaS) platforms.
- Implemented Veeam Backup solutions to support hybrid resources, accompanied by a comprehensive business continuity and disaster recovery runbook.

Support Analyst

Innovative Solutions

Mar 2021 – Mar 2022

West Henrietta, NY

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

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

- Administered Microsoft 365 services including Exchange Online, Teams, OneDrive, and SharePoint; provided user support, license management, and issue resolution.
- Installed, configured, and troubleshoot network equipment such as routers, switches, and wireless access points to ensure reliable connectivity.
- Documented support activities, root causes, and solutions in Freshservice improve knowledge base and ticket response efficiency.
- Created standard operating procedures and automated workflows for purchasing, technical documentation, and “employee journeys” with emphasis Role-based Access Control (RBAC) and employee onboarding/offboarding experience.

SKILLS

Platforms: Amazon Web Services, Microsoft Azure, Google Workspace, Microsoft 365, 8x8, Cisco Meraki Dashboard, UniFi Controller, Cisco Umbrella, Zscaler, Freshservice, Zendesk, ManageEngine, Datto RMM, CrowdStrike, KnowBe4, IronScales, Sophos Central, Tenable Nessus, Qualys, Bitwarden, LastPass, 1Password, Zapier, Confluence, Jira, LinkedIn Learning

Device Management: Microsoft Intune, Windows Autopilot, Manage Engine, Jamf, iOS, Android, Windows, ChromeOS, macOS devices

Networking: Medium-large scale network design, network device configuration, documentation, and deployment

DevOps and Automation: Azure DevOps, GitHub, CD/CI, PowerShell and Python scripting, Logic Apps, Azure Automation, RESTful APIs

Identity and Access Management: Identity governance, conditional access, role-based access control (RBAC), principle of least privilege (PoLP), public key infrastructure (PKI), secure credential management

Backup and Disaster Recovery: Veeam Backup solutions and business continuity & disaster recovery planning

Soft Skills: Strategic Planning, vendor management, technical writing, communication, mentorship

EDUCATION

Associate of Applied Science • Computer Information Systems

*Onondaga Community College***Aug 2018***Syracuse, NY*