ROY ALLEYNE

(C) 336-681-2091 Royalleynejr@icloud.com
Rural Hall, NC 27045

Driven by a passion for emerging technologies, I bring over 17 years of hands-on IT experience with a solutions-oriented mindset. My background blends deep technical expertise with strong interpersonal skills, allowing me to deliver real impact across infrastructure, support, and strategy—adding value to any IT environment I join.

Work Experience

IBM Systems Engineer

Inmar Intelligence-Winston-Salem, NC   November 2017 to June 2024

- **Project Leadership:** Served as project lead in deploying IBM i Access Client Solutions across the enterprise, eliminating password authentication by leveraging built-in client Kerberos authentication to enhance security and reduce administrative effort by 40%
- **Troubleshooting:** Assisted end-users with daily technical issues, ensuring consistent connectivity to the IBM i midrange server, resulting in a 60% improvement in customer satisfaction.
- **Job Automation:** Automated jobs using robot scheduler, resulting in increased productivity for software engineers.
- **Service Management:** Manage incidents and requests in ServiceNow, securing compliance with SLA guidelines.
- **Technology Implementation**: Introduced a web-based terminal emulator to the enterprise, enabling remote access to AIX via any device with a web browser and reducing software installation requirements.
- **Technology Implementation:** Introduced the **DB2 Web Query for i** tool for our **healthcare department**, enhancing the **user experience** while leveraging **SPNEGO** for **seamless authentication and improved security.**
- **Incident Response**: Provided prompt support for escalated requests and incidents from Data Operations, maintaining service reliability.
- **System Integration:** Granted Windows clients access to IBM i NetServer for file sharing via SMB, enabling seamless connectivity and integration with Samba services.

EUC Engineer

Inmar Intelligence-Winston-Salem, NC   February 2016
to November 2017

- **Project Leadership:** Co-led project in collaboration with the IBM i Power team to successfully deploy the new query tool, Showcase. Removed outdated registry entries and restored necessary components, streamlining installation and minimizing downtime for the healthcare department.
- **System Deployment:** Proficient in imaging and deploying laptops/desktops and performing hardware replacements for internal components.
- **Technical Support:** Resolved advanced end-user issues across Windows XP, 7, and 10 operating systems, delivering efficient solutions and high customer satisfaction.
- **Mobile Device Management:** Configured and supported iOS and Android devices to meet enterprise standards.
- **Active Directory Administration:** Managed Active Directory environments by creating, modifying, and deleting user accounts, organizational units (OUs), and security groups. Administered Group Policy Objects (GPOs) to enforce system and user configurations across the domain.
- **Exchange Administration:** Managed Exchange distribution lists and shared mailboxes, including adding and modifying entries.

- **On-Call Support:** Provided 24/7 technical support as part of a rotating on-call schedule, ensuring round-the-clock availability for critical issues.
- **VMWare**: Provisioned virtual machines for developers using VMware, configuring RAM, CPU, and storage capacity based on project requirements.
- **Gsuite Support:** Delivered end-user support for GSuite applications, resolving issues and optimizing productivity.
- **Printer Maintenance:** Monitored and replaced printer consumables including Fusers, Drums and Maintenance Kits.
- **Software Deployment:** Installed and configured company software to end-users via PDQ and SCCM.
- **Asset Management:** Tracked and verified hardware for new acquisitions, ensuring alignment with purchase orders and contractual specifications.

ServiceDesk Support Analyst

Inmar-Winston-Salem, NC   July 2007 to February 2016

- **Technical Support**: Provided technical support for LAN, WAN, computer hardware, and software support—including Windows and Microsoft Office Suite—to over 5,000 users via email, phone, and ConnectWise/RAdmin.
- **Project Collaboration**: Partnered with the QA team on the IBM Rational ClearQuest implementation project to release a high-quality product. Conducted end-user training sessions on the new product via Webex.
- **Documentation Development**: Created and updated Standard Operating Procedures (SOPs), reducing customer phone time. Collaborated with the team to develop updated Service Level Agreements (SLAs).
- Mobile Device Management: Configured iOS and Android mobile devices to meet organizational standards.
- Active Directory Administration: Managed Active Directory, including account management (creation, modification, deletion), organizational groups, distribution list modification, and shared mailboxes (adding and modifying).
- **On-Call Support**: Participated in a 24x7 on-call rotation.
- **Avaya Phone System Management**: Administered Avaya phone systems, including adding and removing systems from PBX, and enabling Unified Messaging mailboxes and users.

Education

Associate in applied science
Guilford Technical Community College - Greensboro, NC   **Web Technologies**.
2006

Skills

Active Directory • TCP/IP • Microsoft Windows • Technical Support • LAN • WAN • Help Desk • DNS • Network Support • VoIP • Computer Networking • Mobile Devices • Deep Learning (1 year) • System Administration • Operating Systems • DHCP • PowerShell • IIS (1 year) • Disaster Recovery • Lemus (1 year) • Microsoft 365 (1 year) • Microsoft Intune (1 year) • Azure • Customer Service • Active Listening • Wireshark • SIEM (Security Information and Event Management)

Professional Development
Microsoft Learn – Get Started with Windows PowerShell (Learning Path)
Completed: 10/2024

- Intermediate-level training on Azure administration and Windows PowerShell fundamentals.
Focused on command-line management, scripting basics, object handling, and automation.
Total Time: 2 hours 13 minutes.

- Udemy Hands-on MAM/MDM training + certificate

Certifications and Licenses

Certified Ethical Hacking (v12) Specialization Certificate
Microsoft 365 Certified: Endpoint Administrator Associate
IBM AI Engineering Professional Certificate
HDI Support Center Analyst
Microsoft Certified Professional