

# Roy Alleyne

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## Education

### Associate in Applied Science – Web Technologies

Guilford Technical Community College – Greensboro, NC, 2006

## Professional Websites

<https://royengineered.net> | <https://www.linkedin.com/in/royalleynejr/>

## Professional Summary

Solutions-oriented IT professional with 17+ years of experience in systems administration, end-user computing, and enterprise infrastructure. Skilled in Azure, Microsoft Intune, IBM Power Systems, cloud services, and end user support. Proven success as a Systems Engineer, EUC Analyst, and Service Desk Specialist.

## Key Skills & Technologies

Active Directory | PowerShell | Microsoft Intune | SCCM | Azure cloud | Entra ID | Windows Server Administration | IBM i | AIX | Kerberos | DNS/DHCP | Exchange | ServiceNow | VMware | PDQ | GPO | MDM (iOS/Android) | Route 53 | GitHub | AWS Amplify | HTML/CSS | Asset Management | OS Upgrades | ServiceNow | Hyper V | Active Listening | Exceptional Customer support | Wireshark | Windows Autopilot | RBAC |

## Certifications and Professional Certificates

- Microsoft 365 Certified: Endpoint Administrator Associate (2025)
- Certified Ethical Hacking (v12) Specialization (2024)
- Intune Training with Microsoft Endpoint Manager (MDM/MAM)
- IBM AI Engineering Professional Certificate (2024)
- AWS Cloud Practitioner (2020)
- CompTIA A+ (2014)
- HDI Support Center Analyst (2014)
- HIPAA compliance certification (2009)
- Microsoft Certified Professional (2000)

## Professional Experience

### IBM Systems Engineer

Inmar Intelligence – Winston-Salem, NC

Nov 2017 – Jun 2024

- Led enterprise deployment of IBM i Access Client Solutions using Kerberos authentication (SSO), reducing service desk workload by 40%

- Implemented a new web-based AIX terminal emulator with LDAP/AD SSO, enabling secure browser access and reducing costs of previous emulators by 20%.
- Automated job scheduling via Robot Scheduler to increase developer efficiency
- Supported DB2 Web Query with SPNEGO authentication, improving report access and data security
- Provided advanced support for IBM i Net Server SMB integration
- Resolved service requests and incidents in ServiceNow with 100% SLA

## EUC Engineer | Service Desk Analyst

Inmar Intelligence – Winston-Salem, NC

Jul 2007 – Nov 2017

- Co-led Showcase query tool rollout, improving reporting for healthcare teams by 30%
- Created (spun up) and supported 50+ VM's for developers with VMware software
- Managed Active Directory, including user and computer objects, Group Policy Objects (GPOs), Exchange distribution lists, security groups, and organizational units (OUs).
- Delivered 24/7 on-call support and created SOPs to improve SLA response times
- Provided security awareness training and laptop management when onboarding new hires.
- Assisted in Win 7 (300+ users) to Windows 10 migration.
- Packaged applications for deployment using SCCM.

## Personal Projects

### Portfolio Website – <https://royengineered.net>

Built and deployed a personal portfolio using HTML/CSS, GitHub, and AWS Amplify with Route 53. Automated deployments via CI/CD and integrated domain-level SSL.

### Professional Development

- Microsoft Learn: PowerShell for Windows Admins (2024)
- Udemy: Hands-on MAM/MDM with Microsoft Endpoint Manager

### Home Practice Lab (Intune - MDM, MAM)

Windows Server 2022 Home Lab Project-March 2025-present

**Objective:** Set up a Windows Server environment to practice network configuration and Hyper-V management, along with deploying Windows Autopilot using Microsoft Intune.

**Tools and Technologies:** Hyper-V, Windows Server 2022, Active Directory, Windows 11 Pro Virtual machine, Domain Controllers