

# Fitzroy Alleyne Jr

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## Professional Summary

Motivated IT professional with expertise in cloud and endpoint management, offering exceptional customer support, training, and analysis. Quick to acquire, retain, and apply new technologies in dynamic enterprise environments.

## Key Skills

Azure | Intune | SCCM | Entra ID | Active Directory | PowerShell | Windows Server | IBM i | VMware | ServiceNow | Exchange | GPO | DNS/DHCP | Hyper-V | GitHub | AWS | Windows Autopilot | RBAC | Wireshark | VS Code | Application Packaging | Virus Removal | Customer Service | AI/ML | IBM Watson | Microsoft 365 | OpenAI | AWS Lambda

## Certifications

- Microsoft 365: Endpoint Administrator Associate (2025)
- IBM AI Engineering Professional Certificate (2024)
- Certified Ethical Hacker v12 (2024)
- AWS Cloud Practitioner (2020)
- HDI Support Center Analyst (2014)
- Microsoft Certified Professional (2000)
- A+ Certification (2014)

## Experience

### IBM Systems Engineer – Inmar Intelligence, Winston-Salem, NC

*Nov 2017 – Jun 2024*

- Deployed IBM i Access Client with Kerberos SSO, reducing service tickets by 40%.
- Implemented a browser-based AIX emulator with LDAP/AD integration (IIS), improving enterprise flexibility and efficiency.
- Automated job scheduling using Robot Scheduler.
- Configured and administered Samba services on AIX/Linux to grant user access to Windows SMB/CIFS file shares and network drives.
- Supported DB2 Web Query for i by converting legacy Query/400 reports into modern SQL-based formats using the Query Conversion Tool; created and synchronized synonyms to enhance metadata management and reporting accuracy.

### EUC Engineer / Service Desk Analyst – Inmar Intelligence, Winston-Salem, NC

*Jul 2007 – Nov 2017*

- Managed AD OUs, GPOs, ADGLP security groups, and SCCM for a 6,000+ user enterprise environment.
- Created and supported 50+ VMs for development teams using VMware.
- Broad Windows OS expertise spanning Windows XP to Windows 11.
- Assisted in Windows 7 to 10 migration; delivered security onboarding training.
- Added and configured Avaya IP phones through Avaya PBX (Communication Manager / IP Office); managed user extensions, voicemail, and call routing.
- Installed and configured MobileIron on iOS and Android devices for secure enterprise mobility management.

- Directed rollout and user adoption of the Showcase Query Tool for healthcare operations, improving reporting efficiency and access for 400+ end users.
- Replaced internal components on Lenovo laptops and desktops to restore functionality and extend device lifespan.
- Managed service contracts for new acquisitions.

## **Projects & Labs**

- **Portfolio** – royengineered.net: Built and deployed a full-stack website using VS Code, GitHub, and Git Bash, implementing CI/CD pipelines via AWS Amplify and Route 53 for hosting and DNS. Integrated a custom OpenAI API chatbot backend powered by AWS Lambda for dynamic user interaction.
- **Home Practice Lab – Intune (MDM, MAM):** Set up a virtualized Windows Server environment to practice network configuration, Active Directory, Hyper-V, and Windows Autopilot deployments via Microsoft Intune.
- **IBM AI Engineering Capstone:** Developed image classifiers using pre-trained VGG16 and ResNet50 models in Keras/TensorFlow to detect concrete cracks. Achieved 99.6% accuracy through transfer learning and implemented batch prediction using ImageDataGenerator.