

Alexander Cummings

Systems Administrator

Widely experienced IT Specialist with a strong passion for problem solving.

My experience spans wide - from writing SQL, managing networks, automation, and security, to soldering components onto circuit boards. I always strive to improve, and I have an obsession for learning more.

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🐙 github.com/UnknownDoggo

WORK EXPERIENCE

Internal Systems Administrator

Executech *Phoenix, Arizona*

05/2022 – **PRESENT**

Managed Service Provider

Responsibilities/Tasks

- Improving and maintaining internal services and systems including; ConnectWise Automate/Manage, Microsoft 365, Azure Active Directory, Sophos, Kaseya, and other cloud platforms.
- Continuously analyze the current processes, technologies, and vendors to identify areas of improvement, identifying the need for upgrades, configurations or new systems
- Handling acquisitions - migrating external business applications, services, and accounts with internal systems, processes, and branding.
- Troubleshoot issues faced on the global scale and considering impacts on everyone in the organization as well as complex issues with internal systems when escalated beyond everyone else.
- Develop the overall vision for strategic IT planning, policy and oversee the deployment of IT initiatives throughout the organization.

Network Escalation Engineer

Executech

02/2021 – 05/2022

Responsibilities/Tasks

- Maintain the monitoring and alerting policy and procedures documentation in collaboration with the InfoSec team
- Configure the RMM platform, including custom monitoring scripts, patch policies, and other automation scripts
- Configure the network and application monitoring platform, including transaction, performance, and capacity policies
- Create and deliver routine patch, vulnerability, capacity, performance, and availability reports to clients and internal teams
- Ensure management is apprised of all risks within your area of accountability, including risks associated with client data and systems (internal and external)
- Complete daily system health status checklists

GENERAL SKILLS

Troubleshooting Server Management

Database Administration Cloud

Web Development Network Logistics

Disaster Prevention Management

Customer Service Automation

TECHNICAL SKILLS

- Software Experience

WordPress, MySQL, Oracle SQL, MariaDB, Samba, Office365, ColdFusion, Sophos, Azure, AWS, GCP, Visual Studio, Adobe Applications, QuickBooks, Apache, NGINX, Git

- Operating System Experience

Linux - RHEL, CentOS, Ubuntu, Debian, Microsoft Windows XP through 11, Windows Server (2008-2022), iOS, Android

- Networking Experience

Cisco, Fortinet, UniFi, DHCP, DNS, TCP/IP, LAN/WAN/VPN, Subnetting, Security, SSH, FTP, HTTP, HTTPS, SMTP, IMAP, POP3, Proficient knowledge in network equipment and cabling.

MY INTERESTS & HOBBIES

Psychology Philosophy Gaming

Fitness and Nutritional Science

Fixing and Improving everything

Obsession to be good at everything

Reading the entire internet

PAST WORK EXPERIENCE

Systems Administrator

SPYDERCRANE

Phoenix, Arizona

04/2017 – 02/2021

Sells, rents, and provides services with "crawler" cranes.

Responsibilities/Tasks

- Used ColdFusion framework to setup a digital platform for a much better workflow. Developed an Intranet along-side an Oracle Database to further progress a faster workflow and automate many tasks.
- Migrated domains and mail accounts from external mail server to local hosting. Built out a mail server, and utilized scripting to automate pulling via IMAP every user's emails from external to local mail server.
- Developed analytical skills and attention to detail by analyzing system logs and identifying potential issues
- Created backup systems using bash script and cron jobs to ensure all data was properly secure in the event of disaster.
- Built and managed the network infrastructure. Firewall (SophosUTM9), DNS, web servers (CentOS/Apache), and network attached storage with a user and permission based structure.

Contact: Tony Smiley || CEO – tony@spydercrane.com (623-215-1000)

IT Technician

Terra Core IT

Phoenix, Arizona

08/2013 – 04/2017

Managed Service Provider (MSP)

Responsibilities/Tasks

- Managed server clusters; maintaining security, quality of service, and the status of LAN and WAN connectivity of them.
- Provided technical support and troubleshooting via help desk, phone, and remote services to understand user problems, and asking questions in user-friendly ways to locate root causes.
- Consistently kept a flexible schedule and resolved after-hour and weekend urgently-needed troubleshooting.
- Configured, and installed new desktop computers often, including Windows, and MacOS. Loading software and server permissions.
- Wrote clear and detailed reports of work and tasks completed with clients, and the purpose of each aspect in an easy to understand manner.

Contact: Cisco – cisco@terracoreit.com