

Alexander

alexmecca@gmail.com • (603) 218-9464
[LinkedIn](#) • Manchester, New Hampshire

Endpoint & Information Systems Engineer

Technically-astute and accomplished professional with experience managing endpoint solutions, developing advanced scripts, and resolving complex technical issues to enhance system reliability and operational efficiency.

Stellar record of administering Tanium, Intune, JAMF, and other MDM solutions for both Mac and Windows endpoints. Expert at engineering scripting for various OS management activities, enhancing operational efficiency, and achieving business objectives. Adept at troubleshooting and resolving diverse software and hardware issues, and conducting individual and group training sessions on new or updated technologies. Excels at collaborating with executive leadership to set short-term objectives and long-term goals.

Areas of Expertise

- Endpoint Configuration & Standardization
- Endpoint Management & Security
- Operating System Deployment
- Technical Support & Guidance
- Team Building & Leadership
- Scripting & Automation
- Application Packaging & Distribution
- Device Imaging & Provisioning
- Problem Resolution & Root Cause Analysis

Career Highlights

- Developed scripting for various OS management activities to enhance operational efficiency and resolve diverse software and hardware issues.
- Acted as the go-to person for resolving complex issues.
- Administered Tanium, Intune, JAMF, and other MDM solutions to ensure seamless device management.
- Received outstanding ratings in performance reviews by reflecting high-quality work and dedication.
- Promoted collaboration and knowledge-sharing, contributing to a cohesive and supportive team environment.
- Demonstrated dedication, hard work, and made significant contributions to team success.
- Created new solutions and consistently sought ways to improve operations.
- Formulated several complex scripts for problem-solving and process automation.

Professional Experience

Extreme Networks – Salem, New Hampshire

2023 — Present

SR Information Systems Engineer

Develop and script automation solutions for Mac and Windows endpoints to streamline operations and achieve business objectives. Administer and implement Tanium, JAMF, and Intune solutions, executing advanced OS management tasks. Support security compliance across endpoints, including encryption, and endpoint protection. Monitor endpoint performance, generate reports on health metrics, and optimize systems for scalability. Provide in-depth troubleshooting and support for software and hardware issues, and lead individual and group training sessions to foster technical proficiency.

- Architected and deployed a driver management framework for enhanced endpoint performance.
- Identified and addressed root cause issues across endpoints, restoring functionality and minimizing downtime.
- Researched and implemented device imaging solutions to accommodate evolving technical needs.
- Contributed to R&D initiatives and implemented new technologies for business growth.
- Worked closely with vendors to achieve key project milestones.
- Maintained detailed records for tickets, knowledge management, and system documentation.
- Collaborated with security teams to ensure devices meet security standards and compliance requirements.

Extreme Networks – Salem, New Hampshire

2018 — 2023

SR Desktop Systems Specialist

Provided advanced support for Windows and Mac systems, managed endpoint devices, troubleshot hardware and software, and maintained optimal performance. Acted as a point of escalation for complex Windows and Mac issues, conducted root cause analysis for recurring technical problems, supported conference room technology, and ensured smooth operation of desktops and peripherals. Conducted technician training on new technologies, documented and defined new processes as needed, and managed asset inventory.

- Resolved escalated Windows and Mac technical issues efficiently, minimizing user downtime.
- Performed root cause analysis to prevent recurring issues and improve system reliability.
- Installed, configured, and maintained desktop systems, workstations, peripherals, and conference room equipment.
- Conducted technician training to improve team proficiency with new technologies.
- Documented and defined new processes to enhance operational efficiency.
- Contributed to research and development initiatives and assisted in implementing new technologies.
- Maintained accurate ticket records, knowledge base, and tracked inventory levels of equipment.

Extreme Networks – Salem, New Hampshire

2017 — 2018

Information Security Analyst

Reviewed security policies and proposed necessary changes. Supported patching and remediation of vulnerabilities on sensitive servers. Analyzed security systems and procedures to identify vulnerabilities and recommend security enhancements, reducing the risk of cyber threats and breaches. Partnered with IT teams to implement and maintain security tools and systems, ensuring the protection of sensitive data and information assets.

- Provided exceptional assistance in incident response and cybersecurity incident investigations.
- Acted as a key contributor for rolling out Qualys and setting up scanning.
- Prepared patching advisories for the server management team to patch Windows Server vulnerabilities.

Extreme Networks – Salem, New Hampshire

2017

Desktop Systems Specialist

Offered troubleshooting and support for diverse software applications and hardware systems. Delivered individual and group training sessions on new or updated technologies. Maintained records related to tickets and knowledge and tracked inventory levels of equipment. Provided advanced technological systems support, maintenance, and testing to ensure proper system upkeep; troubleshoot and mitigated complex hardware and software issues.

- Stayed current with knowledge of technology, equipment, applicable laws, regulations, standards, and systems.
- Contributed to research and development initiatives and assisted in implementing new technologies.
- Participated in the review, evaluation, and recommendation of hardware and software solutions.

Elbit Systems of America – Merrimack, New Hampshire

2015 — 2016

IT Helpdesk Analyst

Delivered technical support and guidance to troubleshoot and resolve user issues with computer hardware and software. Engaged with users via phone, chat, email, and support ticketing systems to diagnose various problems' scope and identify any resolution steps already taken. Utilized expertise in computer software and hardware to aid users in resolving issues. Oversaw installation and setup of new hardware, software, and peripheral equipment, assisting as needed.

- Stayed updated on technical innovations, trends, and best practices, and recommended new software and hardware solutions.
- Coordinated servicing or replacement of defective products with vendors and manufacturers.
- Developed training materials and delivered onsite training as requested.

RadioShack – Bedford, Concord, Goffstown

2014 — 2015

Assistant Manager

Oversaw various aspects of store operations, including driving sales, managing inventory, coordinating workforce schedules, assisting in the hiring process, and maintaining staff morale, among other responsibilities. Assisted in managing daily operations, including scheduling, inventory management, and customer service, to ensure smooth and efficient workflow.

- Led store initiatives and operational projects to improve efficiency and assisted with various tasks as needed.
- Monitored sales metrics to ensure performance targets were met.
- Trained staff on customer service skills and best practices.

Staples – Manchester, New Hampshire

2013 — 2014

EasyTech Certified in Store and Field Technician

Provided expert consultation and sales support for a wide range of technologies, including printers, computers, various cables, accessories, phones, phone plans, and smart home devices. Installed and configured electronic devices both in-store and at customer locations, enhancing user experience and satisfaction.

- Delivered technical advice and guidance to customers on selecting and utilizing appropriate technologies.
- Executed computer repair and maintenance services to ensure optimal device performance.

Additional Experience

Chairman of the Board & Executive Director, Operation Hammond – Boston, MA (Remote)

Director of Information Systems, Operation Hammond – Boston, MA (Remote)

Vice Chairman of the Board & Vice President, Operation Hammond – Boston, MA (Remote)

Technical Support Representative, Right Networks – Hudson, New Hampshire

Key Projects

Windows PushButton Reset Failure Project: Conducted root cause analysis and implemented remediation scripts to improve device reset reliability.

Keep Your Old Device (KYOD) Program: Streamlined processes by developing comprehensive standard operating procedures (SOPs) and pre-defined communication templates.

Driver Management Framework: Architected, scripted, and deployed a robust framework to efficiently manage drivers across 2000+ devices.

Windows Update KB5034441 Remediation: Developed and implemented scripts and patches to maintain system security and ensure timely updates.

Dell Laptop Imaging Methods: Documented various imaging methodologies to enhance the efficiency of the service desk.

Tanium Optimization on Macs: Successfully diagnosed and addressed configuration issues to ensure optimal Tanium function on Mac endpoints.

Education

Associate of Science, Cybersecurity Investigations / Computer Forensics (2015 – 2017)

Manchester Community College – Manchester, NH

High School Diploma (2010 - 2014)

Manchester West High School – Manchester, NH

Professional Development

- JAMF 100 (Self-Paced Course) || macOS for IT Administrators (LinkedIn Certificate of Completion)
- MD102 (Self-Paced Course)
- Microsoft Managing Modern Desktop (MD-101) Cert Prep 1&2: (LinkedIn Certificate of Completion)
- Learning PowerShell || PowerShell: Scripting for Advanced Automation (LinkedIn Certificate of Completion)
- Learning Zsh (LinkedIn Certificate of Completion)
- Conflict Resolution Foundations (LinkedIn Course) | Improve Your Listening Skills (LinkedIn Course)
- CompTIA Network+ (N10-006) Cert Prep 1&2 || CompTIA Security+ (SY0-401) Cert Prep (LinkedIn Course)

- Learning REST APIs || Learning GraphQL (LinkedIn Course)

Awards & Honors

Presidential Community Service Award | Military Aptitude Award | Leadership Excellence Award
Scholastic Excellence Award | Tom Enright Music Service Award

Technical Proficiencies

REST API | Tanium Integration Core | JavaScript | PowerShell & BATCH | ZShell & BASH