

# Alex Smith

## Corporate IT Administrator

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## Professional Summary

Corporate IT Administrator with hands-on experience supporting and operating IT systems for a remote/hybrid organization of ~180 employees across Windows and MacOS environments. Skilled in endpoint lifecycle management, SaaS administration, and identity and access management. Experienced in managing day-to-day IT operations, administering 20+ SaaS platforms, and supporting secure access through Okta. Strong background in device provisioning, cross-platform endpoint management (Jamf and RMM tools), and DNS/email authentication across large-scale domain environments, with ongoing lab-based development in Microsoft Intune and Entra ID.

## Core Skills & Platforms

**SaaS Platforms & Productivity:** Google Workspace, Microsoft 365, Slack, Zoom, RingCentral, Asana, Atlassian (Jira, Confluence), Canva, Adobe Admin, Guru

**Identity & Security:** Okta (user lifecycle, MFA, access management), SentinelOne, Password Managers (LastPass, Bitwarden), VPN support

**Endpoint Management & MDM:** Jamf (macOS management, policies, Self Service), Apple Business Manager (device enrollment & app distribution), NinjaRMM (Windows endpoint management), TeamViewer, iOS device management

**Operating Systems:** Windows 10/11, MacOS

**Infrastructure & Network:** Ubiquiti UniFi (SSIDs, firewall adjustments), Zoom Rooms (Logitech, Neat, DTEN)

**Web & Domains:** Cloudflare, GoDaddy, Namecheap, Dmarcian

**Reporting & Analysis:** Excel, Google Sheets, reporting via Okta, Jamf, NinjaRMM

**Other:** Genuity (asset management), Vendor Evaluation, Asset Lifecycle Management, Enterprise AI Tools (ChatGPT, Claude, Cursor)

## Professional Experience

### Corporate IT Administrator

What If Media Group (after All-Inbox, LLC merger) — Remote

*Jun 2022 – Jan 2026*

- Managed day-to-day IT operations for a distributed workforce of ~180 employees across a remote/hybrid environment
- Managed full endpoint lifecycle for ~180 devices (Windows and MacOS), including provisioning, deployment, maintenance, and secure decommissioning
- Designed and deployed first-login provisioning workflows using Jamf policies and Self Service, improving onboarding consistency and reducing manual setup
- Managed Apple device enrollment and application distribution using Jamf and Apple Business Manager
- Administered 20+ SaaS platforms including Google Workspace, Microsoft 365, Slack, Zoom, Atlassian, and Adobe, handling user access, licensing, and troubleshooting
- Administered Okta for user lifecycle actions, MFA support, and application access management across integrated SaaS tools
- Provided Tier 2 escalation support for endpoint, application, and access-related issues; served as a primary point of contact for user troubleshooting
- Managed Google Workspace administration including user provisioning, aliases, distribution groups, email routing, and data transfers to managers during offboarding
- Coordinated backup of user data (Google Drive and email) to AWS S3 for retention and recovery purposes
- Supported endpoint security through enforcement of BitLocker and FileVault encryption via MDM and response to SentinelOne alerts

- Built and supported 11 Zoom Rooms across multiple offices, including hardware standardization, deployment, and ongoing troubleshooting
- Participated in network deployment for office expansion, configuring UniFi wireless networks and assisting with firewall rule adjustments
- Tracked and reported on ticket metrics including response and resolution times; handled approximately 10–25 tickets per week
- Contributed to internal documentation across Guru and Confluence, creating and maintaining IT process documentation
- Participated in evaluation and testing of SaaS tools including Bitwarden and MDM solutions, contributing to team-based selection decisions

## **Email Delivery Manager / Technical Branding Manager**

All-Inbox, LLC — Remote

*Jan 2014 – Jun 2022*

- Managed DNS and email authentication (SPF, DKIM, DMARC) across thousands of domains supporting large-scale email operations
- Performed domain setup and configuration for email and web services, including DNS record management across multiple providers
- Supported end-user systems by troubleshooting hardware, OS, and application issues
- Supported company growth from ~20 to ~180 employees, including early-stage endpoint troubleshooting and user support
- Developed HTML/CSS assets for email templates and internal tools

## **Projects**

### **Microsoft Intune / Entra ID Lab Environment**

- Built and tested a Microsoft Intune lab integrated with Microsoft Entra ID for Windows device enrollment and management
- Packaged and deployed Win32 applications (7-Zip, Google Chrome) using IntuneWin with install/uninstall commands and detection methods
- Deployed Microsoft Store applications via Company Portal and validated user access
- Created and tested configuration profiles including Remote Desktop settings and Windows feature controls
- Troubleshot policy conflicts involving local user groups and overlapping configurations
- Performed device reset and re-enrollment workflows to validate deployment processes

## **Education**

Bachelor of Science — Information Systems Security

Associate of Science — Computer Networking Systems

## **Certifications**

Jamf Certified Associate (Jamf 100) — Earned Mar 2023