

Alex Smith

Corporate IT Administrator

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Professional Summary

U.S. Army Veteran and Corporate IT Administrator supporting a remote/hybrid organization of ~180 employees across Windows and macOS. Responsible for the full endpoint lifecycle, administration of 20+ SaaS platforms, and identity and access management through Okta. Strengths include cross-platform MDM (Jamf, NinjaRMM, Intune lab), DNS and email authentication at scale (SPF, DKIM, DMARC across thousands of domains), and turning ad-hoc IT operations into repeatable, documented processes.

Technical Skills

Identity & Security: Okta (user lifecycle, MFA, app access), SentinelOne EDR, BitLocker, FileVault, LastPass, Bitwarden, VPN support

Endpoint Management & MDM: Jamf Pro (policies, Self Service), Apple Business Manager, NinjaRMM (policies, remote management, deployments), TeamViewer, Microsoft Intune & Entra ID (lab), iOS device management

SaaS Administration: Google Workspace, Microsoft 365, Slack, Zoom, RingCentral, Asana, Atlassian (Jira/Confluence), Canva, Adobe Admin, Guru, Genuity

Operating Systems: Windows 7, 8, 10, 11, Windows Server 2016; macOS

Network & A/V: Ubiquiti UniFi (SSIDs, firewall adjustments), Zoom Rooms hardware (Logitech, Neat, DTEN)

DNS & Email Authentication: SPF, DKIM, DMARC, Cloudflare, GoDaddy, Namecheap, Dmarcian

Scripting & Automation: Working knowledge of PowerShell, Bash, and GAM (Google Workspace)

License Management & AI Tools: JetBrains IDEs, GitHub, GitLab, Docker, SonarQube; ChatGPT, Claude, Cursor

Professional Experience

Corporate IT Administrator

What If Media Group (formerly All-Inbox, LLC), Remote
Jun 2022 - Jan 2026

- Owned day-to-day IT operations and full endpoint lifecycle (provisioning, deployment, maintenance, secure decommissioning) for ~180 employees across Windows and macOS
- Maintained endpoint provisioning workflows: macOS auto-enrolled in Jamf with baseline apps (Chrome, Zoom, Pritunl, Slack, Genuity) and FileVault enforcement; Windows configured through NinjaRMM via URL-based first-login install with BitLocker enforcement; triaged SentinelOne EDR alerts as they arose
- Administered 20+ SaaS platforms (Microsoft 365, Slack, Zoom, Atlassian, Adobe) and Google Workspace at the admin level: provisioning, aliases, distribution groups, email routing, and offboarding email/Drive backups to AWS S3
- Ran Okta for user lifecycle, MFA, and application access across SaaS tools; managed user lifecycle in a Windows Server 2016 AD instance used as a permissions source of truth

- Migrated Microsoft 365 from personal and shared accounts to a centralized enterprise tenant, consolidating admin control and standardizing identity
- Built end-user Self Service workflows in Jamf (and started the equivalent in NinjaRMM) so users could resolve common network and printer issues independently
- Conducted SaaS license audits (Zoom, Microsoft 365, AI tools, JetBrains IDEs) and partnered with leadership to reclaim and redistribute unused seats
- Led the LastPass-to-Bitwarden password manager migration evaluation and vendor selection
- Led end-to-end network buildout for the New Jersey office expansion (managed in Jira): authored RFPs, evaluated vendors, presented hardware and cost proposals to the CTO for approval, coordinated installation, configured the new UniFi network on site, and eliminated a costly externally-managed vendor contract
- Set the Zoom Rooms hardware standard and managed 11 rooms across 3 U.S. offices; deployed 3 new rooms during the expansion (2 in Ft. Lee NJ, 1 in NY satellite)
- Handled 10-25 weekly support tickets in Asana and Jira; tracked response and resolution metrics
- Authored end-user documentation, video walkthroughs, and live training (Zoom Rooms, Google Meet, internal platforms); maintained IT process docs in Guru and Confluence

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, with deliverability practices aligned to CAN-SPAM, CCPA, and GDPR
- Performed domain setup and DNS record management across multiple registrars and providers
- Developed HTML and CSS assets for email templates and internal tools
- Volunteered to support company endpoints (hardware, OS, and application troubleshooting; inventory) as the company grew from ~20 to ~180, transitioning into the Corporate IT Administrator role

Projects & Labs

Microsoft Intune / Entra ID Lab

- Built a personal Entra ID and Intune tenant for hands-on practice with user provisioning, device enrollment, app deployment, and configuration policies
- Packaged Win32 apps (7-Zip, Chrome) via IntuneWin with install/uninstall and detection logic, deployed Microsoft Store apps through Company Portal, and validated reset/re-enrollment workflows

Cisco Networking Lab

- Deployed a Cisco Catalyst 3750X enterprise switch into a live home network for hands-on Cisco IOS configuration and core network troubleshooting; configured a Cisco ASA firewall in a separate lab environment (kept offline due to gigabit throughput limits)

Education & Certifications

Bachelor of Science, Information Systems Security

Associate of Science, Computer Networking Systems

Jamf Certified Associate (Jamf 100), Mar 2023