

ALEXANDER HILL

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PROFESSIONAL SUMMARY

Accomplished Windows System Engineer experienced in Microsoft Windows Administration, Task Automation, Application Packaging and Deployment, and Workstation Compliance. Extensive knowledge of BigFix, Microsoft Deployment Toolkit, PowerShell, and Microsoft Endpoint Configuration Manager. All of these have been used to improve the efficiency of Windows workstation administration in the environment.

CERTIFICATIONS

- ITIL Foundation Certificate in IT Service Management, Exin - February 2013
- Microsoft 365 Certified: Endpoint Administrator Associate (MD-102), Microsoft - September 2022
- Microsoft Certified: Azure Fundamentals (AZ-900), Microsoft - December 2022
- Microsoft Certified: Azure Administrator (AZ-104), Microsoft – February 2023
- CompTIA Security+ CE, CompTIA – June 2023

SKILLS

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|--|---|-----------------------------|
| • Windows 10/11 | • Windows Server | • PowerShell Scripting |
| • HCL BigFix | • Group Policy Management | • Mobile Device Management |
| • Application Deployment | • Active Directory | • Desktop Administration |
| • Microsoft Intune | • Azure | • Azure Active Directory |
| • Microsoft Endpoint
Configuration Manager
(MECM/SCCM) | • Microsoft Deployment
Toolkit (MDT) | • Vulnerability Remediation |

EXPERIENCE

Desktop Imaging Engineer

Discover Technologies, Food and Drug Administration (FDA) – North Bethesda, MD
03/2024 – Current

Responsible for using tools such as Microsoft Endpoint Configuration Manager (MECM/SCCM) and Microsoft Intune to ensure efficient deployment and maintenance of desktop operating systems and software across the organization.

Windows System Engineer

ASM Research, Federal Energy Regulatory Commission – Washington, D.C.

03/2023 – 03/2024

Responsible for using MECM for Application and Package Deployment, Windows Workstation Patching, Windows Server Patching, and OS Deployment operations. Performed Active Directory and Group Policy management tasks. Simplified maintenance and troubleshooting tasks using PowerShell

- Created custom application packages for deployment through MECM as well as manual installation
- Developed scripts to automate everyday tasks such as logging, application install information, and workstation/server cleanup tasks
- Responsible for identifying and correcting issues with deployment of monthly server patches
- Took over managing OS Deployment through MECM; streamlined and updated task sequence operations
- Wrote PowerShell script used to update the firmware of new Dell Monitors in the environment manually and through Intune/SCCM
- Test and apply Group Policy objects to the environment

Desktop Engineer

GRSI, National Institutes of Health - Bethesda, MD

07/2021 -03/2023

Responsible for administering over 3,500 Windows Endpoints using tools such as HCL BigFix, PowerShell, Remote Desktop Protocol, and Bomgar Remote Support. In charge of running the MDT server to manage three (3) Windows Workstation Images. Create automation scripts to support projects and administrative tasks as needed.

- Wrote PowerShell scripts to automate the migration of data of over 2,000 users from their home shares to OneDrive
- Created custom application packages for deployment through BigFix as well as manual installation
- Developed tools to streamline everyday tasks for workstation administration and analysis, including Active Directory tasks, BIOS Configuration, and Registry settings for Local and Remote Usage
- Created tasks to automate driver management in MDT, significantly reducing the time and effort required to maintain the latest drivers on the Deployment Share
- Wrote script to remediate Log4j vulnerabilities in the environment, causing a 93% drop over the summer of 2022
- Utilized PowerShell to analyze vulnerability and compliance data from Tenable Security Center, then generate reports for other teams
- Quickly set up BigFix Fixlets and Analyses to deploy multiple Security Agents to workstations by a shortened deadline and monitor their status

SYSTEMS ENGINEER

GDIT, National Institutes of Health - Bethesda, MD

12/2019 - 07/2021

Focused on using BigFix to improve the security compliance of Endpoints. Managed the Imaging environment utilizing the Microsoft Deployment Toolkit. Also supported desktop technicians with escalations and streamlining everyday tasks

- Responsible for using BigFix to test and install Windows patches to workstations during the maintenance cycle
- Created custom scripts and BigFix jobs as needed to install Third-Party applications with customized install settings
- Developed scripts that desktop technicians could use to check and set BIOS settings on workstations
- Testing various hardware configurations to ensure compatibility in the environment
- Manage Windows Workstation Images using MDT
- Wrote or modified documentation involving Patching and Maintenance procedures for the environment.

SYSTEMS TECHNICIAN III

GDIT, National Institutes of Health - Bethesda, MD

05/2018 - 12/2019

Served as OIT Desktop Team Lead for the Main Campus Location, as well as being the primary support for the Executive Officer and staff

- Trusted to provide exceptional support for Office of the Director (OD) staff at the Main Campus location
- Functioned as an escalation point for desktop technicians
- Trained new technicians as they were onboarded to the team
- Greatly improved workstation replacement efficiency with scripts to backup and user data
- Able to successfully develop a process to verify over 2,000 workstations for a vendor recall project
- Authored Standards of Procedure, Work Instructions, and other documentation

Senior Desktop Support Technician

XA Systems, National Institutes of Health - Bethesda, MD

09/2012 - 05/2018

Started as a Mid-Level Desktop Technician and promoted to Senior-Level supporting Windows Endpoints

- Resolved a variety of Windows support issues, including software such as Office, hardware troubleshooting, and network connectivity issues
- Trusted to handle VIP service requests in a timely and efficient manner
- Used Bomgar Support Tool for assisting customers remotely
- Worked with the network operations team to maintain the Windows workstation images using MDT
- Developed into a Senior level technician and reliable resource for coworkers and VIP support

EDUCATION

BACHELOR OF SCIENCE: Electrical Engineering Technology, Computer Science

OLD DOMINION UNIVERSITY - Norfolk, VA

05/2007