Alex Hund

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Summary

A dedicated IT business professional with 4 years of hands-on experience in systems management and 6 years of building valuable client relationships with exceptional negotiation abilities. I am passionate about promoting computer literacy and the quality of life for those in need. I am eager to apply my skills in an Operations or Management role where I can continue to help organizations achieve their goals.

Strengths

- System and Database Development and Administration
- Web Technologies
    - Development // WordPress, OpenAI, cPanel
    - Virtualization // VDI, VLAN, and VPN
    - Moderation // Content and Community
    - Optimization // Process, Page, SEO, and CDN
- Hardware & Software Management
    - Diagnostics
    - Troubleshooting
    - Repairs & Replacements
    - Asset Lifecycle Tracking
- Windows 11, MacOS, Chrome, and Linux
    - Microsoft Office 365
        - Administration and Support
        - Azure and Local Active Directory
    - MacOS, iOS, and the Apple Ecosystem
    - Android and IoT Devices
    - Chromebooks and Google Admin
- Adobe Creative Cloud Suite
- On-boarding & Off-boarding
- Business Administration
    - Marketing
    - Advertising
    - Strategy & Positioning
    - Sales
    - Copywriting

- Networking & Security
    - Design and Configuration
    - Connectivity and Stability
- Business Continuity
    - Disaster Recovery
    - Risk Management
- Programing & Coding
    - SQL
    - HTML
    - CSS
    - Java
    - Javascript
    - C++
    - Swift
    - PowerShell
- Project Coordination
- Business Management & ERP Software
    - ServiceNow
    - Halo
    - ConnectWise
    - Jamf
    - Salesforce
    - Quickbooks
    - SAP S/4HANA
    - AirWatch
    - Bomgar
    - Solarwinds
- Leadership & Team Building
    - Story Stewardship
    - Mindfulness & Compassion
    - Negotiation
- Customer Relationship Management
    - Acquisition
    - Retention
    - Automation

Education

University of Houston Downtown - *Marilyn Davies College of Business*   *January 2019 - May 2021*

Bachelor of Business Administration

Major: Management Information Systems (MIS)

GPA : 3.3

Experience

Consultant & Contractor [Remote, United States]　　　　　　　　*May 2016 - Present*
IT and Business Manager

- Collaborate with clients to bring their business vision and goals closer to fruition.
- Develop, host, and maintain professional websites while tracking performance.
- Maintain the confidentiality, security, and integrity of client data.
- Strategize and implement SMART systems to facilitate traction and raise awareness.
- Create step-by-step Standard Operation Procedures to be followed for accomplishing complex tasks.
- Work in teams to produce valuable assets, services, and systems.
- Resolve interpersonal and technical conflicts in alignment with organizational unity and integrity.
- Conduct business analysis using SWOT, Six Sigma, and visual models to identify critical axioms.
- Reconcile any client concerns or requests by providing sensible resolutions.
- Support and supervise any daily operations as needed.

ITSourcePro, LLC [Houston, Texas]　　　　　　　　*Jul 2022 - Oct 2022*
IT Support and Documentation Specialist

- Triaged, Classified, and Resolved 250+ incident tickets while maintaining excellent client relationships.
- Helped support Microsoft Azure infrastructure and applications.
- Consulted and advised clients about their specific hardware & software needs.
- Performed installations, upgrades, and maintenance on Windows and Dell machines.
- Administration of Office 365, Azure AD, Endpoint, Exchange, Teams, and Sharepoint.
- Management of client's licenses and subscriptions to external vendors.
- Implementation and support of various IaaS, PaaS, and SaaS products.
- Assessed the need and fabricated the procurement of customized IT products and services for clients.
- Protected company data through encryption via Bitlocker, Identity Management, and Authentication
- Management of Windows Server Operating Systems, Active Directory (local, hybrid, Azure), Virtualization VMware, vSphere, and Hyper-V.
- Rapidly adopted the latest tools and processes to meet internal and client needs.
- Designed, developed, and distributed over 35+ SOP templates for internal and client use.
- Worked both on-site and remotely to ensure all client questions and concerns were addressed appropriately.

Walmart Global E-Commerce [San Bruno, California]　　　　　　　　*September 2021 to January 2022*
Help Desk Analyst

- Supported 250 employees and vendors by troubleshooting their IT issues and concerns.
- Resolved issues related to laptops, desktops, virtual machines, VPN, smart phones through remote assistance, phone, walkups, and chat
- Managed 50 incidents and took ownership of their outcomes while communicating progress and results..
- Diagnosed software & hardware issues, replaced any faulty components, restored their functionality.
- Managed accounts within the enterprise using a hybrid of Azure and local Active Directory.
- Led the IT Onboarding presentations and conducted Q&A to clarify and resolve any issues.

reboot IT quick [San Francisco,California]　　　　　　　　*July 2021 - September 2021*
Help Desk Specialist

- Tracked and resolved over 75 IT tickets and concerns.
- Managed 25 workstations and responded promptly to any systems or users needing support.
- Supported several types of Printers, 2 on premise servers, and all electronic peripheral devices.
- Maintained workstation PCs, including upgrades and configurations as needed.
- Assisted with onboarding and archiving of several users.
- Took regular inventory of all IT equipment, software licenses, and usage records.
- Installed, configured, and upgraded any needed infrastructure across all client locations.

Digital Crisis [Houston, Texas]　　　　　　　　*August 2019 – February 2020*
Help Desk Administrator