Alexander Dispenza

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Professional Summary

Motivated IT professional with hands-on experience in network administration, server management, and technical support. Currently working as a Tier 1 LAN Technician with responsibilities that extend into server administration, virtualization, and cybersecurity incident response. Known for quickly adapting to challenges, including restoring operations after ransomware attacks, and for delivering reliable IT support in high-pressure environments.

Certifications

- Fortinet Certified Fundamentals (FCF)
- Fortinet Certified Associate (FCA)
- In Progress: Microsoft Certified: Windows Server Hybrid Administrator Associate (AZ-800)
- In Progress: Microsoft Certified: Azure Administrator Associate (AZ-104)

Technical Skills

- Networking: LAN/WAN, Firewalls, Routing, Switching, VPNs
- Systems Administration: Windows Server (AD, GPO, DNS, DHCP), Linux basics
- Virtualization: VMware ESXi, Proxmox VE
- Cybersecurity: Threat monitoring, ransomware response, user access management
- Cloud & SaaS: Office 365, Azure (in progress)
- Other Tools: Remote monitoring/management platforms Screen Connect, TeamViewer, Help wire
- ConnectWise ticketing system

Professional Experience
TCS Connected IT – Tier 1 LAN Technician

May 2024 – Present

- Began as front-line support but quickly advanced into server and network administration roles.
- Deployed, configured, and maintained Windows Server, environments for multiple clients.
- Migrated company from POP3 Mail server to Office365
- Monitored and resolved network performance issues, ensuring business continuity.
- Provided hands-on support for end-users, troubleshooting hardware, software, and connectivity issues.
- Implemented security best practices for small-to-medium businesses, reducing vulnerabilities.
- Key Achievement: Successfully helped a major client in the meat processing industry recover from a ransomware attack, restoring critical systems under severe time constraints to minimize operational and financial loss.

Education
Humber College – Game Programming Diploma (Completed Coursework)

Gained hands-on experience in programming, problem-solving, and system design, skills now applied to IT infrastructure and administration.

Projects & Achievements
- Ransomware Recovery: Spearheaded recovery efforts during an active ransomware incident, ensuring business operations resumed with minimal downtime.
- Server Deployments: Set up and configured multiple Windows Server, Terminal Server environments for clients, including Active Directory, file shares, and user access controls.
- Network Optimization: Improved client LAN stability by proactively monitoring, diagnosing, and resolving recurring connectivity issues.
- Designed and maintaining a personal virtualization and network lab using VMware ESXI, Proxmox, Unifi, and Fortinet equipment. Test deployment of Azure Integration with Windows Server to simulate an enterprise environment and support my ongoing certification progress.

References
Lochlin Blair (TCS General Manager): lblair@tcscanada.com

Mike Tavares (TCS Company President): mtavares@tcscanada.com

Erie Meats Karl Vandermeer (Head of IT for Erie Meats): karl.vandermeer@eriemeats.com

Chris Georgolios (BSWI Senior Technical Support Analyst): chrisg@bswi.com