

ALEXANDER DISPENZA

Systems Administrator | Infrastructure & Network Analyst | Microsoft 365 Administrator

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PROFESSIONAL SUMMARY

Systems Administrator and infrastructure-focused IT professional with hands-on experience deploying, administering, and supporting Microsoft infrastructure across 50+ client environments. Experienced in Windows Server, Active Directory, Group Policy, DNS, DHCP, RDS, Microsoft 365, Exchange Online, SharePoint Online, OneDrive, Intune, Entra ID, VMware ESXi/vCenter, Hyper-V, Proxmox, enterprise networking, SAN/storage, backups, PowerShell automation, and cybersecurity incident response. Known for quickly taking ownership of complex infrastructure problems, supporting production systems under pressure, restoring business operations following ransomware incidents, and delivering reliable, secure, customer-focused IT services.

CORE COMPETENCIES

- Systems Administration & Server Support
- Virtualization & Data Centre Infrastructure
- PowerShell Automation & Scripting
- Technical Documentation & SOPs
- Microsoft 365 Administration
- Enterprise Networking & Firewalls
- Cybersecurity Incident Response
- Customer Service & Stakeholder Support
- Active Directory & Identity Management
- Backup & Disaster Recovery
- Vendor Coordination & Hardware Deployment
- Infrastructure Monitoring & Troubleshooting

TECHNICAL SKILLS

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|----------------------------------|---|
| Microsoft Infrastructure | Windows Server, Active Directory, Group Policy, DNS, DHCP, Remote Desktop Services (RDS), File Services |
| Microsoft 365 & Cloud | Exchange Online, SharePoint Online, OneDrive, Intune, Entra ID / Azure AD, Microsoft 365 tenant administration, Azure fundamentals |
| Virtualization | VMware ESXi, VMware vCenter, Hyper-V, Proxmox VE, virtual machine deployment, host administration, lab and production environments |
| Networking | Cisco, UniFi, Fortinet, Ubiquiti Gateway, pfSense, Sophos, LAN/WAN, TCP/IP, VLANs, LACP, STP/RSTP, static routing, VPNs, DHCP scopes, DNS forwarding, wireless networking |
| Storage & Backup | Datto, Windows Server Backup, SAN concepts, TrueNAS, UniFi Drive, iSCSI, Synology, NAS/SAN storage administration, disaster recovery support |
| Automation & Tools | PowerShell scripts from scratch, script modification, logon scripts, GPO scripts, Docker, Docker Compose, ConnectWise, ScreenConnect, TeamViewer, HelpWire |
| Security | Threat monitoring, ransomware response, access control, security best practices, account lifecycle management, permissions administration |

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)

PROFESSIONAL EXPERIENCE

TCS Connected IT - Tier 1 LAN Technician | Ontario, Canada

May 2024 - Present

Advanced beyond traditional front-line support into systems administration, Microsoft 365 administration, virtualization, networking, storage, and infrastructure support for 50+ client environments.

Deploy, configure, and maintain Windows Server infrastructure including Active Directory, Group Policy, DNS, DHCP, Remote Desktop Services, File Services, user permissions, and access controls.

Administer Microsoft 365 services with a strong focus on Exchange Online, SharePoint Online, OneDrive, Entra ID, and Intune, supporting account lifecycle management, mailbox administration, access issues, and tenant configuration.

Perform Microsoft 365 and Exchange Online migrations from legacy mail platforms including POP3 environments, helping clients modernize email and collaboration services with minimal disruption.

Support VMware ESXi and vCenter environments, including virtual machine deployment, host administration, resource allocation, infrastructure troubleshooting, and general virtualization support.

Support Hyper-V and Proxmox environments for server virtualization, lab testing, and infrastructure troubleshooting across varied client and internal systems.

Configure, troubleshoot, and support network infrastructure involving Cisco, UniFi, Fortinet, Ubiquiti Gateway, pfSense, and Sophos technologies.

Troubleshoot LAN/WAN issues involving VLANs, LACP, STP/RSTP, static routing, VPN connectivity, DHCP scopes, DNS forwarding, wireless performance, firewall rules, and endpoint connectivity.

Support backup and disaster recovery operations using Datto and Windows Server Backup, including backup monitoring, restore support, and business continuity procedures.

Work with storage platforms and concepts including SANs, TrueNAS, UniFi Drive, Synology, iSCSI, NAS storage, and server file storage environments.

Create and modify PowerShell scripts for administrative automation, including logon scripts, Group Policy scripts, account tasks, and repetitive operational processes.

Monitor and resolve network and server performance issues to improve reliability, availability, and continuity for client environments.

Provide escalated technical support for Windows, Microsoft 365, networking, server, storage, backup, virtualization, endpoint, and connectivity issues.

Coordinate with vendors and internal stakeholders during hardware deployments, infrastructure changes, service incidents, software implementations, and troubleshooting engagements.

Document infrastructure changes, troubleshooting steps, network configurations, and repeatable procedures to improve service consistency and knowledge transfer.

Apply security best practices for small-to-medium business environments, including user access management, permissions review, identity administration, and vulnerability reduction.

Deliver customer-focused support to end users, managers, and technical stakeholders while balancing operational urgency, security requirements, and business continuity.

SELECTED PROJECTS & ACHIEVEMENTS

Ransomware Recovery & Business Continuity - Supported recovery for a major client in the meat processing industry following an active ransomware incident.

Helped restore critical production systems under severe time constraints, minimizing operational and financial impact.

Supported infrastructure recovery, user access restoration, system validation, and post-incident stabilization activities.

Gained practical experience operating under pressure during a high-impact cybersecurity incident requiring urgency, coordination, and careful troubleshooting.

Microsoft 365 & Exchange Online Modernization - Migrated clients from legacy email platforms to Microsoft 365.

Supported migration from POP3 mail services to Microsoft 365 / Exchange Online, improving reliability, manageability, and user experience.

Administered mailbox configuration, user access, licensing, SharePoint/OneDrive access, and identity-related support during and after migrations.

Troubleshoot Outlook, OWA, mobile authentication, mailbox capacity, send-as/send-on-behalf, quarantine, and synchronization issues.

Windows Server & Active Directory Deployments - Built and supported server infrastructure for client environments.

Deployed Windows Server environments supporting Active Directory, file shares, user permissions, DNS, DHCP, Group Policy, and Remote Desktop Services.

Configured access controls and group-based permissions to support secure and manageable client operations.

Assisted with server replacement, migration, and modernization projects involving production workloads.

Infrastructure, Network & Firewall Projects - Implemented and supported client network infrastructure across multiple environments.

Configured and troubleshoot switching, routing, VLANs, VPNs, wireless networks, firewall policies, and DHCP/DNS services.

Worked with UniFi, Cisco, Fortinet, Ubiquiti Gateway, pfSense, and Sophos environments to support secure and reliable connectivity.

Supported network redesign, new office network deployments, and connectivity improvements for client sites.

Backup, Storage & Disaster Recovery - Supported infrastructure resilience through backup, storage, and recovery practices.

Supported Datto and Windows Server Backup workflows including backup monitoring, restore validation, and recovery support.

Worked with SANs, iSCSI, TrueNAS, UniFi Drive, and Synology storage technologies in client and lab environments.

Applied disaster recovery lessons from real production incidents to improve restoration planning and troubleshooting.

ENTERPRISE INFRASTRUCTURE LAB

Designed and maintain a hands-on enterprise lab environment to continuously develop and validate infrastructure, virtualization, networking, storage, backup, automation, and Microsoft technologies outside of production client systems.

Operate Dell PowerEdge server infrastructure running VMware ESXi, VMware vCenter, Proxmox VE, Hyper-V, Windows Server, Linux, and containerized workloads.

Design and test virtualized infrastructure including VM provisioning, resource allocation, storage presentation, backup strategies, host troubleshooting, and migration concepts.

Maintain a segmented network environment using UniFi, Cisco, Fortinet, VLANs, firewall policies, VPN concepts, DHCP, DNS, and high-speed fibre connectivity.

Experiment with Microsoft infrastructure including Active Directory, Windows Server roles, Azure/Entra ID concepts, hybrid identity learning, and Microsoft certification study labs.

Deploy and manage storage platforms including TrueNAS, iSCSI, NAS services, storage pools, and backup targets to strengthen practical storage administration skills.

Use Docker and Docker Compose to self-host services, test application deployment patterns, and improve understanding of modern infrastructure operations.

Develop PowerShell and automation workflows to streamline administration, test scripts safely, and strengthen repeatable infrastructure management practices.

EDUCATION

Humber College - Game Programming Diploma Coursework

Completed coursework with practical experience in programming, troubleshooting, problem-solving, system design, and logical thinking now applied to IT infrastructure and systems administration.

ADDITIONAL STRENGTHS

Strong ability to translate complex technical issues into clear communication for end users, managers, vendors, and technical teams.

Comfortable working independently while knowing when to escalate, document, and collaborate on business-impacting issues.

Continuous learner actively pursuing Microsoft certifications while expanding real-world skills through production support and lab-based infrastructure projects.

Professional references available upon request.