

Alex Szliwoski

Palm City, FL | (347) 574-2273 | aszliwoski@hotmail.com | alexszliwoski.com

Professional Summary

Senior Network & Systems Engineer with 20+ years of experience architecting, securing, and modernizing enterprise IT infrastructure for financial services, healthcare, manufacturing, and managed services organizations. Extensive expertise across Microsoft technologies, cloud platforms, enterprise networking, virtualization, cybersecurity, and infrastructure transformation initiatives, with a proven track record supporting complex global environments.

Key Achievements

- 20+ years of enterprise IT infrastructure experience
- Supported environments with approximately 70,000 endpoints, thousands of servers and VMs, over 2,500 individual corporate applications across 1,000+ global locations around the world
- Helped maintain 99.9% infrastructure availability across mission-critical systems
- Successfully executed 26 enterprise infrastructure migration projects involving workstation deployments, operating system/patching upgrades, network and hardware modernization while minimizing business disruption across a global enterprise
- Collaborated with Help Desk, DevOps, Financial Advisors, Analysts, Cyber Security, Virtualization, Application Owners and Infrastructure teams to resolve complex enterprise incidents, implement new technologies, and support critical business operations
- CCNA, MCSE, CompTIA A+ and MCSA certified

Professional Experience

Silicon Valley Bank / First Citizens Bank | Systems Engineer II | Apr 2020 – Oct 2026

- Supported enterprise infrastructure serving approximately 70,000 endpoints across 1,000+ global locations
- Performed advanced troubleshooting for Windows and Mac systems, networking, and enterprise infrastructure supporting over 20,000 end users including IAM/AD group audit management and remediation.
- Successfully delivered 26 enterprise migration projects involving workstation deployments, operating system upgrades, and infrastructure modernization while minimizing operational downtime
- Supported thousands of virtual machines, enterprise servers, and critical business applications contributing to 99.9% infrastructure availability
- Authored engineering documentation, SOPs, and knowledge base articles that improved troubleshooting consistency and accelerated issue resolution

Dynix Diagnostix Laboratory | Senior Systems Engineer | Jan 2016 – Mar 2020

- Engineered and administered VMware and Hyper-V virtualization platforms, SAN infrastructure, Active Directory, Exchange, enterprise networking, disaster recovery, cybersecurity controls, and backup solutions supporting business-critical operations
- Built Windows and Linux PCs, servers, Active Directory environments
- Designed and maintained VMware/ Hyper-V environments, SAN clustering, Active Directory, high-availability, conditional access policies, MBAM encryption, QoS, NAT, failover and load-balancing, NIC teaming, SIP trunking, DNS and DHCP configuration, wireless access points, VPNs, Microsoft Exchange, firewall rules, Layer 2 switching and

Layer 3 routing (OSPF, BGP, EIGRP, RIP), certificate management, VoIP phone system, Group Policy, product lifecycle management (PLM) systems, cybersecurity solutions, cloud/on-prem backups, and disaster recovery solutions

- Developed numerous marketing programs (logos, brochures, infographics, presentations, and advertisements)
- Managed hardware acquisition, configuration, asset tracking, auditing and end-of-life disposal

Earlier Experience

PlumChoice, Inc. – Technical Support Representative (2014–2016)

PC LAN Techs, LLC – Network Engineer (2014-2014)

Advanced Mold & Manufacturing / Vision Technical Molding – Senior Network Administrator (2009–2013)

Education/Certifications

Gateway Community College – Computer Science - 2008

Associates Degree

- Cisco Certified Network Associate (CCNA)
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Systems Administrator: Security (MCSA)
- CompTIA A+

Technical Skills

Operating Systems & Platforms	Cloud & Endpoint Management	Identity & Access Management	Virtualization & Containers	Networking	Collaboration & Productivity
• Windows Server 2008/2012/2016/2019/2022/2025 • Windows 10, Windows 11 • Apple macOS • Apple iOS • Ubuntu • Debian • FreeBSD • Linux Mint • Cisco IOS • Google Android • VMware ESXi	• Microsoft Azure • AWS • Microsoft Intune / MDM • Microsoft Endpoint Configuration Manager (MECM) • System Center Configuration Manager (SCCM) • Jamf Pro • Company Portal • Nexthink • PatchMyPC • Microsoft Entra ID	• Active Directory • Group Policy (GPO) • Okta • Microsoft Authenticator • Google Authenticator • CyberArk • BeyondTrust • Bomgar • TeamViewer • AnyDesk • RSA SecurID • SafeNet • MobilePass+ • Pulse Secure • Multi-Factor Authentication (MFA)	• VMware vSphere/vCenter /Horizon • Hyper-V • Docker • Citrix DaaS • Virtual Desktop Infrastructure • Wyse	• DNS • DHCP • VLAN • VPN • OSPF, BGP, EIGRP, RIP • Firewalls • Cisco Unified Communications Manager (CUCM) • Cisco VoIP • Ubiquiti • SonicWall • pfSense • Wireshark • Telnet • Nmap	• Microsoft 365 • Microsoft Office • Microsoft Teams • Microsoft OneDrive • SharePoint • Exchange • Google Workspace • Webex • Jabber • Zoom • Microsoft OneNote • Microsoft Copilot • ChatGPT • Claude • Gemini
Backup, Storage & Disaster Recovery	Scripting & Development	IT Service Management & Project Delivery	Communications & VoIP	Business Applications	Security & Monitoring
• SAN Management • Veeam Backup & Replication • Veritas • Symantec Backup Exec • Acronis • Data & Disaster Recovery	• PowerShell • HTML • PHP • Java JDK • Microsoft Visual Studio • VS Code • SQL Server & Management Studio • Blockchain Technology	• ServiceNow • Confluence • Jira • Project Management • Software Deployment • WorkDay • ConnectWise • Patch Management • Service Desk • Tenant & System Migrations • Asset Acquisition & Disposal • Break/fix Support	• Cisco VoIP • Mitel • Nextiva • RingCentral • Twilio • Yealink • Polycom	• Salesforce • QuickBooks Enterprise • Bloomberg Terminal • Kipu Health • Fiserv • Clarity • Adobe Creative Cloud • Power BI Desktop • IBM AS/400 • IBM iAccess (ACS) • IntelliJ IDEA • Postman	• Microsoft Defender • CrowdStrike • Splunk • zScaler • BitLocker (MBAM) • CompuTrace • Lenovo Absolute Persistence Module • Debugging & Log Analysis • WSUS • Dell System Manager