

Alex Dabbs

A dedicated and enthusiastic computer professional.

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Professional Summary

CompTIA A+ certified IT Professional with extensive experience delivering Tier 1 and Tier 2 support across healthcare, legal, and manufacturing sectors. Proven track record in system administration, endpoint optimization, and Active Directory/M365 user management. Successfully spearheaded over 2,000 workstation deployments while maintaining 98%+ SLA performance in 24/7/365 operational environments. Skilled at translating complex technical issues into clear solutions for non-technical users.

Willing to relocate to: Chattanooga, TN

Work Experience

Technical Service Representative

Mike Collins & Associates | Chattanooga, TN

October 2025 to Present

Overview: Deliver high-volume Tier 1/2 remote technical support and endpoint administration for a multi-tenant Managed Service Provider (MSP) client portfolio across manufacturing, legal, and professional service sectors.

- **Frontline Incident Response & Escalation:** Manage high-volume ticketing queues in a 24/7/365 MSP environment, maintaining 98%+ SLA compliance while triaging, documenting, and escalating complex network and infrastructure anomalies to Tier 2/3 engineers and the NOC.
- **Identity & Access Management (IAM):** Administer complete user lifecycles, role-based access controls, password provisions, and security groups across Microsoft 365, Active Directory, and Mobile Device Management (MDM) platforms.
- **Endpoint & Systems Troubleshooting:** Diagnose and remediate critical technical friction points across enterprise environments, including Outlook/Exchange errors, local/network printer mapping, OS performance degradation, and endpoint malware.
- **Cross-Shift Continuity & Collaboration:** Partner with Technical Service Managers (TSMs) and specialized engineering tiers to execute swift incident handoffs, ensuring uninterrupted operations and rapid response times across shifts.
- **Technical Translation & Client Service:** Bridge the gap between complex infrastructure issues and non-technical stakeholders, translating technical data into clear actionable steps to maintain high client satisfaction during outages.

Systems Administrator & Hardware Engineer (Personal Projects / Home Lab)

Self-Directed / Open Source

2021 to Present

Self-Hosted Server & Home Lab Infrastructure

Architect & Systems Administrator

- **Containerized Infrastructure Management:** Architect and manage a scalable home laboratory environment on Linux (Mint), leveraging Docker containerization and CasaOS to orchestrate isolated microservices and platform tools.
- **Zero-Trust Remote Access:** Deployed and maintain a secure Tailscale mesh VPN network to enable encrypted, low-latency administrative access across remote endpoints without exposing open ports to public networks.
- **Storage & Automation Ecosystem:** Configured centralized NAS storage arrays, media streaming pipelines (Plex), and Home Assistant automation routines, implementing continuous monitoring and data resilience practices.

Off-Grid Wireless Mesh & RF Hardware Engineering

Hardware & Network Engineering Projects

- **Decentralized Mesh Communications:** Design, assemble, and deploy off-grid Meshtastic wireless mesh nodes to build resilient, long-range RF communication infrastructure independent of commercial networks.
- **Power Systems & Mobile Antennas:** Engineer custom solar power supply arrays for autonomous outdoor nodes and build vehicle-mounted external antenna setups tuned for optimal RF signal propagation.
- **Hardware & Single-Board Computing:** Integrate Raspberry Pi platforms, microcontrollers, and custom hardware assemblies for node telemetry, sensor diagnostics, and field monitoring.

Independent IT & Network Consulting

Freelance/Self-employed | Cleveland, TN

August 2010 to Present

Overview: Deliver targeted IT infrastructure, network engineering, and technical advisory services for small business and residential clients, specializing in network optimization, endpoint security, and disaster recovery.

- **Network Engineering & Administration:** Architect, deploy, and troubleshoot SMB local networks, configuring switches, routers, firewalls, and Wi-Fi access points to ensure stable throughput and high availability.
- **Systems Diagnostic & Protocol Resolution:** Resolve complex network and endpoint friction points across hardware, operating systems, and core protocols (TCP/IP, DNS, DHCP, VPNs), minimizing client downtime.
- **Security & Business Continuity:** Audit client environments to implement endpoint protection, patch management, and automated off-site backup solutions, reducing security exposure and data loss risks.
- **Project Management & Infrastructure Refreshes:** Lead end-to-end hardware upgrades, workstation migrations, and software integrations on time and within client budget constraints.
- **Client Enablement & Support:** Provide escalation-level remote and on-site support while conducting customized, non-technical end-user training to ensure seamless technology adoption.

TDR TECHNICIAN/DEPLOYMENT SPECIALIST

Medix | Cleveland, TN

March 2025 to July 2025

Overview: Spearheaded technical device readiness, clinical endpoint deployments, and Go-Live cutover support for over 2,000 workstations and peripherals during a major EHR system rollout at Bradley Medical Center.

- **EHR Integration & Endpoint Deployment:** Executed Technical Device Readiness (TDR) validation and deployed Epic Hyperspace clients across 2,000+ clinical workstations, ensuring full operational compatibility with specialized hardware including BCMA scanners, document scanners, and thermal label printers.
- **Go-Live Cutover Support:** Delivered hands-on, on-site technical support during active Go-Live cutover phases, leveraging command-line diagnostics (ping, traceroute) to rapidly isolate and resolve software and network bottlenecks.
- **Network & Infrastructure Alignment:** Partnered closely with network engineers and Epic application analysts to validate workstation mapping, network connectivity, and printer routing across hospital units.
- **Healthcare Business Continuity:** Configured and validated Business Continuity Access (BCA) PCs and local downtime printers, safeguarding continuous access to patient data during network or software outages.
- **Data Migration & HIPAA Compliance:** Executed end-user profile and data migrations during system upgrades while maintaining strict data integrity and healthcare privacy standards.

Deskside Support Specialist

Pomeroy Technologies | Cleveland, TN

November 2023 to January 2025

Overview: Delivered high-impact on-site and remote deskside support, endpoint provisioning, and IT asset lifecycle management across enterprise user bases.

- **Endpoint Provisioning & Data Migration:** Executed operating system deployments, software configurations, and peripheral setups for onboarding and hardware refresh cycles, seamlessly migrating user profiles and local data.
- **Deskside & Remote Infrastructure Support:** Isolated and remediated hardware, application, and OS incidents utilizing remote access tools and hands-on troubleshooting, maintaining security policy compliance.
- **Asset Tracking & Vendor Management:** Maintained hardware inventory databases and coordinated component repairs and RMA processes with vendors to ensure continuous hardware availability.
- **SLA Performance & Ticket Resolution:** Managed high-volume ticket queues and phone requests, consistently adhering to strict SLA targets for first-contact resolution and escalation.
- **Collaboration & AV Systems:** Configured, maintained, and calibrated conference room audiovisual technology, including video conferencing units and displays, to ensure seamless organizational meetings.

Senior Analyst

HCL Technologies | Chattanooga, TN

July 2022 to September 2023

Overview: Delivered primary Tier 1 desktop, network, and end-user support while handling targeted Tier 2 escalations, software QA testing, and remote tool implementations.

- Tier 1 Incident Response & Provisioning: Delivered frontline technical support, endpoint troubleshooting, and new workstation setup to ensure seamless network integration and rapid user onboarding.
- Tier 2 Escalations & Root Cause Analysis: Acted as a point of escalation for complex technical issues, investigating recurring hardware and software problems to implement permanent solutions and reduce repeat ticket volume.
- Network Operations & Monitoring: Monitored network performance with enterprise diagnostic tools, partnering with network administrators to address potential throughput bottlenecks and optimize connectivity.
- Tool Deployment & Support Optimization: Piloted the enterprise implementation of an upgraded remote desktop support tool, streamlining troubleshooting workflows and cutting average ticket resolution times.
- Software Testing & Peer Mentorship: Conducted comprehensive QA functionality testing on software applications prior to deployment, while assisting junior technicians with complex support workflows and ticket documentation.

Education

General Studies (High school diploma)

Cleveland High School | Cleveland, TN

August 2010 to May 2014

Skills

Remote Desktop Protocol (RDP) SCCM Windows Network administration Epic Hyperspace IT system monitoring iOS Jira Active Directory Intune ServiceNow Citrix Troubleshooting Google Cloud Platform Microsoft Office Data recovery Docker VPN Remote Access Software Jira Ticketing Service LAN AnyDesk Microsoft Intune System administration Linux ConnectWise

Links

<https://www.linkedin.com/in/alex-dabbs-6385b3217>

<https://github.com/zixxorb>

Certifications and Licenses

MTA Security Fundamentals

January 2021 to Present

CompTIA A+

January 2021

Additional Information

Authorized to work in the US for any employer

Home Lab Infrastructure: Architect and manage a scalable, self-hosted server environment utilizing Linux, Docker containerization, NAS storage, Plex, and Home Assistant automation. Implement Tailscale mesh VPN setups for secure remote administration and inter-device connectivity.

Wireless & Hardware Engineering Projects: Design and deploy off-grid Meshtastic wireless mesh nodes, custom solar power setups, and vehicle antenna configurations. Hands-on experience with hardware assembly, Raspberry Pi integrations, and custom RF antenna tuning.