

Fitzroy Alleyne Jr

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Professional Summary

I am a versatile IT engineer with practical experience in cloud and endpoint management, blending enterprise troubleshooting, automation, and user support with strong analytical skills. Fast learner who adapts quickly to new platforms and technologies. Supported mission-critical environments in healthcare, logistics, pharmacy returns, and finance.

Key Skills

Azure | Microsoft Intune | SCCM (MECM) | Entra ID | Active Directory | PowerShell | Windows Server | Azure Networking | Azure Virtual Machines | Hybrid Identity | Group Policy | DNS/DHCP | Hyper-V | VMware | GitHub | VS Code | AWS | Autopilot | RBAC | Microsoft Graph | ServiceNow | Exchange | Endpoint Security | Wireshark | Automation | AI/ML Foundations | IBM Watson | AWS Lambda | ABAC | Docker

Certifications and Professional Certificates

- Microsoft Certified: Azure Administrator Associate (2027)
 - Microsoft 365 Certified: Endpoint Administrator Associate (2027)
 - IBM AI Engineering Pro Cert (2024)
 - Certified Ethical Hacker v12 (2024)
 - AWS Cloud Practitioner (2020)
 - HDI Support Center Analyst (2014)
 - MCP (2000)
 - A+ (2014)
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Education

Associate in Applied Science (AAS), Web Technologies
Guilford Technical Community College (GTCC), *Jamestown, NC* | 2004–2006
Focus: Web application development (ColdFusion)

PROFESSIONAL EXPERIENCE

Independent Cloud & Endpoint Engineering *Rural*

Hall, NC | Jun 2024 – Present

Actively building hands-on expertise in Azure cloud administration and modern endpoint engineering with focus on identity, governance, automation, and infrastructure-as-code.

- Designed and administered a personal Microsoft Azure tenant including Entra ID users, security groups, and RBAC role assignments
- Developed modular, reusable PowerShell automation scripts for Azure and Entra ID administration using dot-sourced tooling
- Deployed Azure infrastructure using ARM templates with deployment validation and change tracking
- Configured Microsoft Intune MDM/MAM policies and Windows Autopilot provisioning workflows
- Implemented Zero Trust security practices including tenant hardening and identity protection controls

IBM Systems Engineer – Inmar Intelligence, Winston-Salem, NC *Nov*

2017 – Jun 2024

- Troubleshoot and remediated legacy IBM application failures in Microsoft Store–restricted, Intune-managed Windows environments by identifying policy conflicts, adjusting deployment methods, and restoring functionality without compromising security controls.
- Deployed IBM i Access Client with Kerberos, reducing password reset tickets by 40%
- Implemented self-signed TLS/SSL certificates for production and development LPARs, removing the need for third-party certificate providers.
- Created batch files to automate the installation and configuration of IBM i Access Client Solutions with SSO, streamlining deployment across multiple endpoints and ensuring consistency in setup.
- Designed and implemented a Windows Server 2019 IIS-hosted AIX emulator with LDAP/AD authentication, allowing warehouse staff to roam freely while securely accessing enterprise scanning services from any internet-connected device.
- Automated job scheduling with Robot Scheduler
- Supported DB2 Web Query, SMB integration, and ServiceNow ticketing
- When not on a project, I supported large EUC ticket volumes and Autopilot test rings, easing the organization's migration from on-prem systems to hybrid cloud.

EUC Engineer / Service Desk Analyst – Inmar Intelligence

July 2007 – Nov 2017

- Managed AD OUs, GPOs, ADGLP security groups, SCCM, OEM pre-loads, and patch management for a 6,000+ user enterprise environment
- Created and supported 50+ VMs for dev teams using VMware
- Broad Windows OS expertise spanning Windows XP to Windows 11

- Assisted in Win7 to Win10 migration; delivered security onboarding training
- Led Showcase query tool deployment for healthcare teams
- Handled new service contracts for new acquisitions, ensuring smooth transition into our environment
- Integrated macOS systems into Active Directory domains using command-line tools, supporting authentication, directory services, and cross-platform endpoint management
- Provisioned users and configured voicemails within Avaya PBX telephony systems, including extension setup, station programming, and day-to-day administrative support.
- Provided advanced support for the full Microsoft Office suite (Word, Excel, PowerPoint, Outlook, Teams, and OneNote), including troubleshooting, configuration, and user training.
- Managed and maintained enterprise printers and consumables, including toner, mylar strips, rollers, and drums
- Supported **Getac rugged handheld devices** used in reverse logistics warehouse operations (imaging, wireless troubleshooting, barcode scanning configuration, dock and peripheral support)
- Deployed and maintained **Wyse Winterm thin clients** for production and office environments
- Troubleshot Wi-Fi authentication, domain connectivity, and hardware failures to maintain uptime in high-volume return processing environments

Portfolio Website – <https://royengineered.net>

Built and deployed a full-stack portfolio website using VS Code, GitHub, and Git Bash. Implemented CI/CD pipelines with AWS Amplify and Route 53 for hosting and DNS. Integrated a custom OpenAI API-powered chatbot backend using AWS Lambda to enable dynamic user interaction.

Home Practice Lab – Windows Server 2025 Datacenter | Microsoft Intune

Designed and maintained a virtualized home lab running **Windows Server 2025 Datacenter** to practice Active Directory, Hyper-V, network configuration, and Windows Autopilot deployments via Microsoft Intune (MDM/MAM). Built and managed a personal Azure tenant with users, groups, virtual networks, subnets, NSGs, and supporting cloud resources. Performed NTLM hardening and audit-only baseline testing.

IBM AI Engineering Capstone Project

Developed and evaluated image classification models for concrete crack detection using transfer learning with pre-trained VGG16 and ResNet50 architectures in TensorFlow and Keras. Achieved 99.6% classification accuracy through model fine-tuning, data preprocessing, and batch prediction pipelines using ImageDataGenerator. Utilized Python, NumPy,

JupyterLab, and IBM Watson; performed supplemental experimentation with Support Vector Machines (SVM).