



# ALEXANDER WHITE

## Professional Summary

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Technical support and project management professional with extensive experience in troubleshooting and customer service. Proven ability to leverage RF mapping tools, manage device security, and enhance operational efficiency. Skilled in streamlining data migrations to improve workflow and productivity.

## Skills

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- Windows/Mac OS troubleshooting
- Office 365 administration
- Predictive analysis
- Project management
- Time management
- Solution-oriented mindset
- Technical support
- Leadership and supervision
- Customer service
- Network administration
- Administrative support
- Equipment maintenance
- Communication skills
- Problem resolution
- Team coordination

## Experience

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PlanNet Technologies, Inc (MSP) |  
Brea, CA  
**Advisor**  
12/2021 - Current

- Performed system administrator responsibilities, including account management and enforcement of security policies across O365 and Google Workspace tenants.
- Utilized RMM and ticketing systems, such as NinjaOne, Atera, and N-Able to address and resolve user submitted tickets, ensuring effective communication and customer service across all levels.
- Created predictive heat map surveys for clients using Ekahau AI Pro, including on-site post-installation assessments, followed by creating detailed reports based on the resulting data.
- Managed 200 devices for various tenants, consisting of Windows, virtual machines, and macOS, for both the company and clients, ensuring optimal performance and security.
- Versed in Shell and Batch scripting to support automation creation and runtime operations.
- Oversaw the day-to-day operations of VMware ESXi hosts to enhance virtualization efforts.
- Facilitated small-scale data migrations between various tenants, streamlining transition processes.

Automated Gate Services | Corona, USA  
**Service Technician**  
12/2020 - 12/2021

- Provided maintenance and service to manual and automated gates with routine checks, replacements and testing to ensure full serviceability for the customer.
- This includes thorough checks and inspections of gate operators and their oils levels, power supply and wiring, repairing/replacing parts as needed, and welding necessary parts to restore functionality to the operators and the gates themselves.

SunSystem Technology | Fontana, USA  
**Solar Technician**  
10/2020 - 11/2020

- Also provided clear and detailed information to customers to ensure satisfaction and expectations were met.
- Troubleshoot, repair, and maintain solar panels on residential sites in order to ensure reliable and efficient services with the customer.
- Building rapport with customers and partners alike to provide the best care possible with solar related needs.

United States Marine Corps | USA  
**Satellite Communications Operator**  
09/2012 - 03/2020

- Installed, configured, and repaired devices and system components across various sectors.
- Anticipated and analyzed connectivity workflow issues to enhance operational efficiency.
- Responded to service calls during regular hours and after-hours emergencies.
- Established and modified networks for businesses, schools, government buildings, medical facilities, and residences.
- Managed multiple deployment projects simultaneously while adhering to strict deadlines.
- Collaborated with team members to explore innovative equipment utilization and cross-connection opportunities.
- Supervised network operations while educating colleagues on system management techniques.
- Developed solutions in partnership with team members to fulfill project requirements effectively.

## Education

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Norco College | Riverside, CA  
**Associate of Science** in Computer Science  
08/2025

Improving current skills and knowledge to a higher point to build upon my work experience and ability to contribute to solo and cooperative projects.

## Websites, Portfolios, Profiles

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- [www.linkedin.com/in/19alexander-white94](http://www.linkedin.com/in/19alexander-white94)

## Certifications

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- Cisco Certified Network Associate (CCNA), Present, Certification with routing and switching networks. Providing configuration and troubleshooting capabilities on switched networks. Developed critical thinking and problem-solving skills.
- Google IT Support, 08/01/21