ALEXANDER V. BARÓ

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PROFESSIONAL EXPERIENCE

NBCUNIVERSAL MEDIA, LLC.   Jan 2019 - Present

Senior Analyst, IT Support TechEx   Aug 2021 - Present

- Manage a 3-person IT team to support over 700 internal end-users across three offices.
- Lead day-to-day IT operations and deliver responsive technology support.
- Gather and distribute critical information on IT controls, policies, and procedures, including 150+ key evidence quarterly for compliance teams to pass the FTC and PCI Audits.
- Coordinate with executive support staff to provide full service, white-glove IT support for approximately 30 senior leadership.
- Administer 500 licenses for over 10 enterprise SaaS applications with quarterly review to ensure accurate licensing charges.
- Nominated and selected as part of the broadcast operations team for 2024 Paris Olympics, assembling, configuring, and troubleshooting network/broadcast equipment during a five-week overseas assignment.

IT Support Analyst   May 2019 – Aug 2021

- Resolved over 40% of tier I to III helpdesk tickets from a 5-person team with 98% SLA adherence.
- Serve as communication lead for TechOps department, writing and designing monthly company-wide newsletters, wiki pages, & documentation.
- Authored series of end-user technical documentation for the onboarding of 200+ employees after mid-size company acquisition with an 87% self-onboard success rate.

MediaTech Intern - Product Delivery   Jan 2019 - May 2019

- Generated bi-weekly user participation reports for Microsoft 365 training sessions for Senior Program Manager, visualizing engagement data for 8000+ users across the organization.
- Aggregated 60+ user feedback surveys and consolidated research data highlighting product successes and improvements for the Program and Product Delivery Manager.

SKILLS

Technical: IT Infrastructure Management, IT Security Protocols, Compliance Reporting, Root-Cause Analysis, Project Planning, Graphic Design, Data Analysis, Network Troubleshooting, Change Management, Process Development

Software: Office 365 Enterprise Suite, JAMF, VMware Workspace ONE (AirWatch), SaaS management, Amazon Web Services (S3, Cloudfront, Route53), ServiceNow, Atlassian (Jira/Confluence), Adobe Creative Suite

EDUCATION

California State University, Northridge (CSUN)   May 2019

B.S. in Computer Information Technology**, **B.A. in Religious Studies

Cum Laude | Dean's List Recipient for six semesters