

ALEX S. VELEY

Denver, CO • 316-737-4900 • alex.veley@live.com

IT Systems, Networking & Technical Operations

PROFESSIONAL SUMMARY

IT leader with 10+ years of experience in network administration, system management, cybersecurity, and technical operations. Known for stepping into complex environments, solving high-stakes technical problems, and building high-performing teams. Proven history in multi-site network deployment, process improvement, and business operations. Combines hands-on engineering skill with strong leadership and clear communication to drive stability, scalability, and efficiency.

Core value: I create reliable, secure, and maintainable technology environments—and the systems and teams that support them.

CORE SKILLS

TECHNICAL

- Networking: TCP/IP, VLANs, VPN/IPSec, DHCP/DNS, Routing & Switching
- Network Hardware: Cisco, Juniper, Ubiquiti, Fortinet, Meraki
- Systems Administration: Windows Server, Active Directory, Group Policy, Linux (Debian/Ubuntu)
- Virtualization & Cloud: Proxmox, VMware, Hyper-V, AWS, Azure
- Infrastructure & Support: Firewalls, Wi-Fi deployment, device imaging, hardware staging, disaster recovery
- Tools & Platforms: Nginx, Docker/Portainer, Pterodactyl, WordPress, MariaDB/MySQL, R-Studio, Disk Drill

LEADERSHIP & OPERATIONS

- Team Leadership & Training (up to 15 staff)
 - Multi-site network deployment & technical project coordination
 - Workflow optimization & SOP development
 - Vendor, contractor & client relationship management
 - Cross-functional communication (Engineering, PMO, Field Techs)
 - Quality assurance, operations management, KPI-driven improvement
-

PROFESSIONAL EXPERIENCE

NETWORK RESPONSE ASSOCIATE (Contract via Roth Staffing)

Accucode Inc. – Denver, CO | 2024 – 2025

Letter of recommendation from CEO available.

- Coordinated nationwide network deployments, guiding field technicians through live installations of switches, firewalls, APs, routers, and ISP handoffs.
- Developed standardized configuration and deployment workflows, ensuring consistency across hundreds of locations.
- Served as Tier 2 escalation for routing, VLAN, DHCP/DNS, and connectivity issues.
- Improved deployment accuracy and speed through refined QA processes and documentation

updates.

- Managed technician scheduling, project tracking, and cross-team coordination for high-volume rollouts.
- Supported warehouse operations: device imaging, configuration, staging, testing, and RMA processing.
- Commended by executive leadership as an “outstanding employee, self-starter, and invaluable asset.”

SENIOR MANAGER – BUSINESS GROWTH & IT OPERATIONS

DataTech Laboratories – Denver, CO | 2022 – 2024

- Led a 15-member engineering and case management team; increased productivity by 20%.
- Directed post-COVID growth initiatives, contributing to a 30% revenue increase over two years.
- Oversaw network modernization projects with minimal downtime; improved security and reliability.
- Managed government contracting (SAM.gov, GSA Schedule) and strengthened vendor partnerships.
- Led cloud migrations and scaling operations across AWS and Azure.
- Integrated and optimized CRM platforms to enhance customer visibility and workflow efficiency.

MANAGER – TECHNICAL REPAIR & RETAIL OPERATIONS

XCELL Wireless – Pooler, GA | 2019 – 2021

- Supervised and trained a technical repair team; launched computer repair services, boosting revenue by 15%.
- Reduced operational costs by 10% through strategic vendor and supply chain optimization.
- Performed network diagnostics, router/firewall configuration, and MDM deployments.
- Managed daily store operations including scheduling, inventory, and client experience.

CASE MANAGER / TECHNICAL OPERATIONS

DataTech Laboratories – Denver, CO | 2016 – 2019

- Managed high-volume technical case workflows, producing \$50K+ monthly revenue.
- Ensured secure handling of sensitive client data during data recovery operations.
- Utilized R-Studio, Disk Drill, and internal tools to recover and validate client data.
- Partnered with network engineers to maintain data integrity during recovery and transfer.
- Translated complex technical findings into clear, actionable client communications.

EASYTECH TECHNICIAN

Staples – Los Lunas, NM | 2010 – 2013

- Performed computer repair, diagnostics, OS imaging, malware remediation, and hardware replacement.
- Trained junior technicians and served as lead technical escalation.
- Improved customer satisfaction and service revenue through solution-focused support.

EDUCATION & CERTIFICATIONS

University of New Mexico – Valencia Campus

Coursework in Information Technology (2010–2012)

Certifications

- CompTIA A+ (Previously Held – can renew quickly)
- Other Certificates obtainable as needed