Alex Hedtke

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PROFESSIONAL SUMMARY

Security-oriented IT professional with 11+ years in IT, including 4+ years in an enterprise environment administering Microsoft 365, identity and access management in Azure AD/Entra, and email-security operations across U.S., UK, and APAC. Skilled at phishing triage and remediation, locking down compromised accounts, and maintaining uptime in high-pressure, SLA-driven settings. Experienced remote collaborator with strong documentation practices.

TECHNICAL SKILLS

Platforms and OS: Windows 7–11, macOS, iOS, Azure Virtual Desktop, Citrix Virtual Desktop

Cloud and Identity: Microsoft Azure, Microsoft Entra ID - single sign-on (SSO), multi-factor authentication (MFA), role-based access control (RBAC), MDM (Microsoft Intune), Active Directory, Microsoft 365 Admin Center, Office 365, Microsoft 365 Copilot, identity and access management.

Artificial Intelligence (AI): Microsoft 365 Copilot license administration (security-group provisioning) and Copilot Chat end-user support, knowledge of AI governance and risk frameworks (NIST AI RMF), Large Language Model (LLM) model card and Responsible Scaling Policy analysis, personal agentic-AI development (Claude Code SDK, MCP servers).

Security: Identity lifecycle management, access provisioning controls, documented procedures, security incident response (compromised account lockdown and recovery), cloud security, endpoint security, VPN, email security event response (phishing triage and remediation), Exchange message trace, access control, device management, device loss and provisioning protocols (asset/endpoint lifecycle), familiarity with cybersecurity frameworks such as NIST CSF.

Networking: Routers, switches, NAS, security systems, TCP/IP, DNS

Ticketing and Workflow: ServiceNow, Assyst, email queue management, SLA tracking, cross-timezone coordination

PROFESSIONAL EXPERIENCE

IT Analyst | Clyde & Co LLP | November 2021 – July 2026

- Provided support for Windows laptops, iOS devices, and Citrix/Azure virtual desktops across a 4,000-person global firm, resolving tickets via phone, email, and remote tools.
- Coordinated support across U.S., UK, and APAC time zones with detailed cross-timezone documentation, enabling seamless handoffs and consistent service for attorneys with time-sensitive needs.
- Managed Azure AD security groups to onboard/offboard users, provisioning/deprovisioning devices, control access to applications, and support rollouts of firm-wide technology initiatives, including move/add/change requests for user accounts.
- Administered Microsoft 365 Copilot licensing via Entra security groups and provided Copilot Chat end-user support, governing enterprise AI access and adoption.
- Conducted security operations including phishing email analysis in Exchange, sensitive database access approvals, and lost/stolen device triage, reducing exposure time for compromised accounts.
- Recognized internally for the ability to explain technical issues clearly to attorneys and non-technical staff, reducing repeat tickets and improving user self-sufficiency.

- Operated effectively under pressure during high-impact outages, prioritizing critical systems to minimize billable-hour downtime for legal teams.

PC/Networking Technician (Double Agent) | Geek Squad | August 2014 – November 2021

- Provided high-volume consumer and small-business support covering hardware, software, and networking across Windows and macOS, with strong client-facing communication skills in a fast-paced environment.
- Performed on-site networking deployments including router/modem/NAS configuration (requiring advanced understanding of TCP/IP technologies) and security system installations for residential and small-business clients.
- Built strong client relationships through clear communication, earning consistently positive customer feedback and repeat service requests.
- Developed troubleshooting efficiency through high daily case volume, building diagnostic instincts across diverse hardware and software environments.

EDUCATION AND CERTIFICATIONS

Currently in-progress: Earning Security+ (SY0-701), BlueDot Impact's Frontier AI Governance

AZ-900 certification | Microsoft | May 6th, 2026

- Demonstrates proficiency with Microsoft Azure products, governance, and management.

Technical AI Safety certificate | BlueDot Impact | February 2026

- Analyzed compliance frameworks like the NIST AI RMF, audited LLM model cards and frontier model Responsible Scaling Policies, and built kill chain analyses to demonstrate understanding of cybersecurity and general safety as it relates to AI.

IT/Network Administration program | CCI Training Center | 2014 – 2015

- 8-month vocational program providing the knowledge and certifications to become an IT professional and systems administrator.
- Certifications earned: CompTIA A+, Network+, Security+, Cisco CCNA/CCENT, Microsoft MCSE Server 2012 (Server Infrastructure and Private Cloud), Windows 8 Configuration.

LEADERSHIP AND COMMUNITY

Founder and CEO | Guild of the Rose | 2020 – Present

- Founded and led a 500+ member applied rationality education organization focused on critical thinking, decision-making frameworks, and evidence-based reasoning. Manage operations, programming, and community strategy; coordinate volunteers and facilitate workshops both in-person and remotely.