

ALEXANDER HENRY PATNICK

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PROFESSIONAL SUMMARY

Technical Support and Infrastructure Specialist with 10+ years of experience across enterprise IT, SaaS, technical escalations, infrastructure operations, and customer-facing engineering. Experienced in owning complex customer escalations, performing root cause analysis, troubleshooting APIs and on-premise integrations, and collaborating with R&D and technical leadership to resolve product issues. Proven ability to improve support operations through AI-assisted workflows, automation, documentation, and process optimization, including reducing manual ticket intervention by 33%. Hands-on experience across Linux, virtualisation, networking, cloud infrastructure, and enterprise support environments.

PROFESSIONAL EXPERIENCE

Systems Administrator and Operations Architect

MirageIT | Tel Aviv, Israel | April 2026-Present

- Reviewed existing operational processes and developed documentation to improve consistency and knowledge sharing.
- Implemented Proxmox virtualization infrastructure.
- Led the transition from Jira Service Management to [Monday.com](https://monday.com).

Senior Solutions Engineer/Support Lead/Infrastructure Specialist

Faddom | Ramat Gan, Israel | October 2022-December 2025

- Owned customer escalations, coordinating with Support, Customer Success, Sales, R&D, and the CTO to investigate and resolve complex technical issues.
- Troubleshoot APIs, HTTP, webhooks, authentication, PostgreSQL and server logs
- Reproduced customer issues, documented technical evidence, performed root cause analysis, and partnered with R&D to resolve bugs and improve product reliability.
- Led customer troubleshooting sessions, technical implementations, POCs, production incident investigations, and complex technical presales engagements for SMBs, enterprises, and Fortune 500 customers.
- Independently migrated Zendesk to Intercom, managing configuration, workflows, routing, reporting, knowledge base, chatbot, and ongoing administration.
- Implemented Intercom AI and automated support workflows, reducing manual ticket intervention by **33%**.
- Created technical documentation, troubleshooting guides, and playbooks; trained Support and Customer Success teams on complex technical issues.
- Supported cloud, on-premise, and hybrid deployments across Linux, VMware, Hyper-V, and Proxmox environments.

Senior IT Support

HCL Technologies | October 2020-October 2022

- Delivered enterprise IT support across global environments
- Supported Windows and Linux environments and enterprise SaaS platforms.
- Investigated incidents, maintained technical documentation and case records
- Coordinated technical resolution while maintaining clear customer communication.

IT Manager

10 Clicks Pro | 2017-2020

- Managed internal IT operations, SaaS platforms, endpoints, and employee technology.
- Administered Google Workspace users, permissions, access controls, onboarding, and offboarding.

- Established IT operational standards, internal processes, and equipment management procedures.

IT Manager

IT Central Station | 2014-2017

- Administered Google Workspace, user accounts, permissions, and access policies.
- Managed employee onboarding, device management, and internal IT operations.
- Implemented access control policies and internal security procedures.
- Developed disaster recovery and business continuity documentation.

TECHNICAL SKILLS

Technical Support: Escalation Management, Root Cause Analysis, Incident Investigation, Complex Troubleshooting, Enterprise Support, Customer Communication, Technical Training

APIs and Integrations: APIs, HTTP, Webhooks, Authentication, REST Concepts, SMTP, On-Premise Integrations, Browser Developer Tools, Network Debugging

Logs and Diagnostics: Server Logs, PostgreSQL Logs, Wireshark, Network Traffic Analysis, Application Troubleshooting

ITSM and Support Platforms: Intercom, Intercom AI, Zendesk, Jira, Monday.com, Salesforce, Google Workspace

AI and Automation: ChatGPT, Claude, Gemini, AI-Assisted Troubleshooting, Automated Support Workflows, Python, Bash, Shell Scripting

Infrastructure and Virtualization: Linux, Windows Server, VMware, ESXi, Hyper-V, Proxmox, Docker, Virtualization

Cloud: AWS, Azure

Networking and Security: VPNs, WireGuard, Network Troubleshooting, Access Control, Security Operations, Disaster Recovery, Business Continuity

SELECTED TECHNICAL PROJECTS

- Built and maintained virtualized lab environments using Proxmox, Docker, and Linux.
- Created a home networking monitoring solution with AI agent to self-heal and document
- Configured WireGuard VPNs and secure remote access environments.

CERTIFICATIONS AND PROFESSIONAL QUALIFICATIONS

- AWS Certified Developer - Associate
- Certified Google G Suite Administrator
- Google IT Support Professional Certificate
- Palo Alto Networks Cybersecurity Foundation
- Intermediate PostgreSQL

PROFESSIONAL DEVELOPMENT

- AI development projects and infrastructure experimentation
- CompTIA Security+ studies
- SecAI courses and practical AI/security labs