

ALFRED VAN STER

Systems Engineer | L2 Escalation Specialist | SME 📍 Cape Town, South Africa (Remote
— *100% Uptime via Dedicated Solar/Battery Backup*) 📞 +27 79 469 5530 |
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PROFESSIONAL SUMMARY

Performance-driven **Systems Engineer** and **Subject Matter Expert (SME)** with over 5 years of experience in technical troubleshooting and infrastructure automation. Currently serving as a **Service Engagement Manager (SEM)** for four key clients and a **Level 2 escalation point** for complex technical failures. Expert in the MSP "Power Stack," specializing in **TS Plus environments, ConnectWise Asio, N-able, IT Glue** and **Jamf**. Advanced proficiency in architecting **scripting** solutions to manage cloud identity and secure remote infrastructure.

TECHNICAL SKILLS PROFILE

- **Cloud & Identity:** Microsoft Entra ID (Azure AD), M365 Admin Center, Google Workspace, Azure Cloud, **Keeper (PAM)**.
 - **Networking & Security:** **TS Plus (Application Delivery)**, **SentinelOne (S1)**, **Cisco Meraki**, IronScales, SonicWall, Cisco AnyConnect.
 - **RMM & Orchestration:** **ConnectWise Asio, N-able (RMM/N-central)**, **Jamf (Apple Device Management)**, IT Glue, ScreenConnect, BeyondTrust.
 - **Automation & ITSM:** **Advanced Scripting (Automation)**, Bash, Zendesk, ConnectWise PSA, Jira Service Management.
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PROFESSIONAL EXPERIENCE

IT SUPPORT TECHNICIAN (L2 ESCALATIONS & SME) | Fortis & Cerge | Nov 2022 – Present

- **SME & Escalation Lead:** Act as the primary Subject Matter Expert and escalation point for complex identity and access issues within Entra ID and M365 environments.
- **Service Engagement Management:** Serve as the designated **SEM for four primary clients**, overseeing technical strategy, service delivery, and high-level stakeholder communication.
- **Application Delivery:** Administer and optimize **TS Plus environments** to ensure secure, high-availability remote application access and server stability.
- **Infrastructure Automation:** Developed and deployed **custom scripts** to automate repetitive administrative tasks, significantly reducing manual ticket processing time.
- **Security & Compliance:** Manage threat hunting and incident remediation using **SentinelOne** and IronScales; enforced zero-trust security via **Keeper** and MFA.

- **Apple Fleet Management:** Implemented and managed device enrollment and security policies using **Jamf** for macOS and iOS deployments.
- **Network Security:** Maintain and troubleshoot **SonicWall VPN tunnels** and Cisco AnyConnect clients, resolving complex VLAN and DNS issues.

SYSTEMS INTEGRATION SPECIALIST | Maitland Group S.A | Feb 2010 – Jan 2013

- Identified and initiated technical repairs for system process failures, mitigating critical risk exposures for the risk management team.
- Performed real-time reconciliation of financial systems to ensure accurate and timeous data integration.

CUSTOMER SERVICE ASSOCIATE | Amazon | Feb 2013 – Jan 2015

- Provided high-volume remote technical troubleshooting for electronic devices and account-related inquiries via live chat and email.

QUALITY OFFICER | Power Transformers | Feb 2015 – Nov 2018

- Managed ISO quality system standards and devised technical specifications for core processes.
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CERTIFICATIONS & EDUCATION

- **CompTIA A+ & Network+** | Knowledge Domains Completed
- **Cisco CCNA** | Coursework & Network Labs Completed
- **Certificate in Business Administration** | University of South Africa
- **Certificate in Wealth Management** | INSETA