

Alexander Mecca

Senior Information Systems Engineer

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Endpoint engineering is the foundation—turning recurring work into governed platforms, reusable automation, and safer employee services.

Senior individual-contributor engineer with more than a decade of progression through technical support, information security, endpoint platforms, and enterprise automation. Owns cross-platform endpoint engineering and architects governed employee-support and automation systems spanning Microsoft Copilot Studio, ServiceNow, Microsoft Graph, Tanium, Intune, Jamf Pro, and Configuration Manager. Defines deterministic action boundaries, evaluation, telemetry, recovery, release evidence, and rollback, then converts recurring failures into reusable platforms and cross-team operating guidance.

Areas of Expertise

- Endpoint Platform Engineering
- Cross-Platform Device Management
- Root Cause Engineering
- Enterprise Platform Architecture
- Identity Lifecycle Automation
- PowerShell Automation & APIs
- Enterprise AI Agents & Governance
- Release, Recovery & Observability
- Technical Direction & Enablement

Career Highlights

- **Governed employee support.** Serve as primary architect and developer for a governed HR and IT employee-support platform that routes ambiguous questions through grounded AI while reserving records and actions for deterministic, caller-scoped workflows. Leadership selected the challenger after structured comparison with a longer-running Microsoft-supported incumbent.
- **Endpoint platform ownership.** Own cross-platform endpoint engineering across Tanium, Microsoft Intune, Jamf Pro, and Microsoft Configuration Manager for Windows, macOS, and Linux, spanning configuration, application deployment, health, compliance, recovery, and security response.
- **Engineering operations at scale.** Expanded Tanium discovery and management into engineering environments covering more than 1,000 servers; reduced spreadsheet dependence through guarded scanning, drift detection, reconciliation, recovery paths, and cross-team operating guidance.
- **Governed Dell update lifecycle.** Engineered a Tanium-controlled Dell Command Update framework for a historical fleet of more than 2,000 devices, enforcing configuration baselines and update cycles while minimizing user disruption; added centralized exclusions for known-bad updates and end-to-end telemetry for installation results, failures, and fleet health.
- **Lifecycle operating model.** Designed an auditable device-offboarding operating model across ServiceNow, Tanium, and Jamf, then modernized onboarding and offboarding execution through tested PowerShell, certificate-based Microsoft Graph access, and recovery tooling.

Professional Experience

Extreme Networks – Salem, New Hampshire

Senior Information Systems Engineer

Feb 2024 – Present

Architect enterprise automation and governed AI agents while owning endpoint platforms across device management, employee service delivery, identity lifecycle, and service operations. Repeatedly earned “Game Changer” performance recognition, including in 2026—an uncommon distinction. The employee-support platform also received explicit leadership recognition; manager feedback identified it as the critical foundation for the team’s strategy.

- Architect and lead the enterprise HR and IT employee-support platform, defining the boundary between grounded generative responses and deterministic, caller-scoped records and actions, and establishing source control, regression evaluation, telemetry, ALM, runtime evidence, release controls, and rollback.
- Own cross-platform endpoint configuration, application delivery, health, compliance, recovery, and security response across Tanium, Microsoft Intune, Jamf Pro, Microsoft Configuration Manager, Windows, macOS, and Linux.
- Modernize onboarding and offboarding automation through tested PowerShell, Microsoft Graph, certificate-based authentication, recovery tooling, and an auditable device-offboarding architecture spanning ServiceNow, Tanium, and Jamf.
- Modernized endpoint operations through Tanium discovery and source-of-truth automation; engineered configuration scripts and controls for Dell Command Update, governing baselines, update cycles, known-bad-update exclusions, and fleet telemetry for installations and failures.
- Lead cross-domain and vendor root-cause investigations across endpoint, identity, driver, wireless, and Zero Trust domains, converting recurring findings into durable remediation, telemetry, standards, runbooks, training, and recovery guidance for Device Management, Service Desk, Server, Network, and Information Security teams.

Professional Experience — Continued

Extreme Networks – Salem, New Hampshire

Service Desk / Desktop Systems Specialist

Sep 2018 – Feb 2024

Served as site technical lead, multi-domain subject-matter expert, and senior escalation resource for difficult endpoint and service-desk problems.

- Led deep troubleshooting and root-cause analysis across Windows, macOS, hardware, software, identity, networking, imaging, conference-room technology, and update failures; advised other workstreams and project teams when brought in.
- Converted recurring failures into scripts, recovery procedures, knowledge, and escalation standards, including Windows PushButton Reset and WinRE repair, KB5034441 remediation, Dell imaging methods, and Tanium reliability improvements on macOS.
- Trained technicians and improved escalation quality, troubleshooting consistency, and handoffs between the Service Desk and endpoint-management teams.

Extreme Networks – Salem, New Hampshire

Information Security Analyst

Sep 2017 – Sep 2018

Supported vulnerability management, endpoint investigations, incident response, and practical remediation across security and infrastructure teams.

- Helped establish vulnerability-scanning infrastructure with Qualys; evaluated vulnerabilities, identified patching gaps, and prepared remediation guidance for Windows Server stakeholders.
- Supported malware and security investigations, device acquisition, drive-data collection, and cross-team endpoint remediation.
- Reviewed security practices and partnered with infrastructure teams to translate vulnerability findings into practical patching and remediation work.

Extreme Networks – Salem, New Hampshire

Desktop Systems Specialist

Jan 2017 – Sep 2017

Provided advanced desktop support, technology evaluation, testing, training, and operational documentation across Windows systems and enterprise applications.

Additional Experience

Right Networks — Technical Support Representative | 2016

Hosted-business application, access, and workflow troubleshooting.

Elbit Systems of America — IT Helpdesk Analyst | 2015–2016

Enterprise endpoint support, workstation setup, repair coordination, and user enablement.

RadioShack — Assistant Manager | 2014–2015

Operations, inventory, schedules, training, and customer service.

Staples — EasyTech In-Store & Field Technician | 2013–2014

Computer and connected-technology installation, repair, and maintenance.

Additional Leadership

Operation Hammond — Volunteer Board & Information Systems Leadership

Former Chairman and Executive Director | Director of Information Systems | Vice Chairman and Vice President.

Education

Associate of Science, Cybersecurity Investigations / Computer Forensics

Manchester Community College — Manchester, New Hampshire

Independent Platform Architecture

Design and operate a private platform ecosystem spanning SIEM and observability, governed automation, service orchestration, evidence intake, notification delivery, fleet lifecycle, and high-availability edge services.

Selected case studies and product demonstrations:

amecca.me/projects

Professional Development

Jamf 100 coursework | Microsoft MD-102 coursework | macOS administration

Technical Proficiencies

Endpoint Platforms: Tanium, Tanium Discover, Microsoft Intune, Jamf Pro, Microsoft Configuration Manager (MECM/SCCM), Windows, macOS, Linux, endpoint configuration and standardization, application packaging and distribution, OS deployment, imaging, provisioning, health reporting, recovery, and compliance

Automation & Integration: PowerShell, Python, JavaScript/Node.js, Bash/Zsh, ServiceNow, Microsoft Graph, REST/GraphQL APIs, certificate-based authentication, and Git/GitHub

AI, Delivery & Infrastructure: Microsoft Copilot Studio, Power Platform, Dataverse, Application Insights, agent evaluation, ALM, Proxmox, and Ansible

Security & Recovery: Qualys, vulnerability management, endpoint encryption and protection, patch remediation, incident response, device and drive-data acquisition, and rollback/recovery design