

Alex Watters

Endpoint Engineer · Las Vegas, NV · alex@watterstech.net · linkedin.com/in/alexander-watters

Summary

Endpoint Engineer with 6+ years in mission-critical enterprise environments – configuration management, patching, vulnerability remediation, and endpoint compliance across Windows, macOS, iOS, and iPadOS. Administers JAMF Pro and Microsoft Intune/SCCM at scale, packages enterprise applications, and builds automation that cuts recurring ops work. Runs a personal homelab (Docker, DNS, tunnels) to keep hands-on outside the day job.

Skills

- **Configuration & security:** config management, patching, vulnerability remediation, baselines, hardening, compliance / drift remediation
- **Endpoint platforms:** Microsoft Intune, SCCM, JAMF Pro, PDQ Deploy, Active Directory, Entra ID, Microsoft 365
- **Operating systems:** Windows 10/11, macOS, iOS, iPadOS, Linux (homelab)
- **Automation:** PowerShell, batch scripting, AI-assisted workflow design, operational task automation
- **Operations:** software packaging, Smart Groups / dynamic groups, imaging & enrollment, ServiceNow, technical documentation, ITIL-style ticketing

Experience

Endpoint Engineer – MGM Resorts International • Las Vegas, NV

Jun 2022 – Present

- Administer JAMF Pro for ~1,200 macOS, iOS, and iPadOS devices – policies, packages, Smart Groups, and patch compliance across hospitality environments.
- Monthly patching and vulnerability remediation on 20,000+ Windows endpoints via Intune; monitor compliance and remediate drift across 35+ departmental groups.
- Package and deploy 75+ enterprise applications across 23,000+ managed devices (Intune, SCCM, PDQ).
- Built AI-assisted endpoint workflows and PowerShell/batch automation, cutting manual endpoint admin work by ~40%.
- On-call rotation for endpoint and device-management incidents; led large device rollouts (warehouse handhelds/tablets/printers; venue POS/KDS/kitchen gear).
- Documented procedures, access controls, and standards for cross-team alignment.

Computer Engineer – MGM Resorts International • Las Vegas, NV

Jul 2021 – Jun 2022

- Resolved 1,500+ hardware and software incidents across desktops, POS, kiosks, and mobile devices within 11 months, meeting SLA benchmarks.
- Break-fix support for critical endpoints and wireless infrastructure; managed ServiceNow lifecycles (4-hour / 1-day / 3-day SLAs by priority).
- Partnered with service desk and ops using SCCM, Active Directory, and ServiceNow for deployment and access control.

Tech Consultant – Target Corporation • Las Vegas, NV

Oct 2018 – Jun 2021

- Delivered demos and training across smart home, networking, and gaming product lines; SME support for store staff and customers.

Customer Support Technician (Remote) – Cygnus Application Solutions • Santa Clarita, CA

Jan 2018 – Jun 2021

- 85% first-contact resolution with remote tools; Tier 1-2 support during platform rollouts for 200+ users.
- Authored KB articles and procedures that reduced average ticket resolution time for the team.

Education & training

- **University of Nevada, Las Vegas (UNLV)** – Cyber Security Bootcamp • Completed Feb 2025
- **College of Southern Nevada** – A.A., Computer Science • Aug 2018 – Jun 2020