

Alex Haas

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SUMMARY

Results-driven IT professional with 27+ years of experience in Linux/Windows administration, full-stack development, and IT infrastructure. Recognized for solving complex challenges, driving cross-functional innovation, and delivering enterprise-grade solutions. Proven expertise in architecting robust systems, leveraging emerging technologies (including AI), and ensuring compliance with industry standards such as HIPAA.

CERTIFICATIONS

- Red Hat Certified System Administrator (RHCSA)
- CompTIA Security+
- CompTIA Network+
- Pursuing Red Hat Certified Engineer (RHCE)

CORE SKILLS

- Programming & Scripting: Python, Bash, PowerShell, C++, C#, Java
- Web Development: Flask (preferred backend), RESTful APIs, SQL, NoSQL (MongoDB), JavaScript (fetch/promises)
- Systems Administration: Linux (RHEL/CentOS/Ubuntu), Windows Server, Active Directory, Azure AD
- Cloud & Networking: AWS (EC2, S3), Network Engineering, TCP/IP
- Tools & Platforms: Docker, Git, ExaGrid, Swagger, ML (beginner level)

PROFESSIONAL EXPERIENCE

Gainwell Technologies LLC

Sr. Professional App Designer (Software/Production Engineer) | 02/2022 Present

- Develop/Support an Optical Character Recognition (OCR) application using ISL (a subset of C), aligning with Medi-Cals stringent business and compliance requirements.
- Pioneered the deployment of ExaGrid servers, creating a robust Backup and Recovery solution for Medi-Cal OCR.
- Automated critical workflows using PowerShell across Active Directory, significantly reducing manual tasks and boosting efficiency.
- Administered both Linux and Windows systems, ensuring optimal uptime for mission-critical healthcare applications.
- Collaborated with clients to define business requirements, tailoring IT solutions to HIPAA standards.
- Developed RESTful APIs for seamless integration of IT services across various platforms.

Teleautomation Inc.

Network Engineer | 10/2021 02/2022

- Installed complete network infrastructures (Ethernet cabling, firewalls, routers, servers, switches) for enterprise environments.
- Diagnosed and resolved TCP/IP stack issues across network devices, maintaining high-performance connectivity.
- Served as the Subject Matter Expert (SME) for Bitdefender GravityZone, overseeing cybersecurity for multiple large-scale hotel networks in Manhattan.
- Provided comprehensive Windows desktop and Microsoft application support, achieving a high first-contact resolution rate.

Top Knobs / Watermark Designs

IT Support Specialist | 06/2021 09/2021

- Operated a ticket-based Help Desk system, meeting and exceeding SLA resolution times.
- Utilized Python to preprocess large datasets, improving reporting accuracy and data integrity.
- Administered hybrid cloud environments spanning local Active Directory and Azure AD, ensuring seamless user and application integration.

- Delivered end-user support and maintained high uptime for enterprise-level applications.

PERSONAL PROJECTS

Full-Stack Developer "Tracking" Project | 2025 Present

- Architected a full-stack application with a Flask-based backend and JavaScript front-end (utilizing promises and RESTful APIs).
- Integrated AI tools to streamline development workflows and augment application capabilities.
- Exploring machine learning techniques for predictive analytics and advanced automation within the app.

EDUCATION

Hunter College | New York, NY

B.A. in Computer Science | 05/2021

- Graduated Cum Laude
- Relevant Coursework: Ethical Hacking (designed virtual machine hosts and networks in a desktop lab), Digital Forensics, Networking Theory

University of Washington | Seattle, WA

Psychology (Additional Studies)

ADDITIONAL HIGHLIGHTS

- Demonstrated ability to reduce downtime and optimize IT operations through strategic automation and system design.
- Passionate about leveraging AI and machine learning to enhance software development and infrastructure management.
- Strong communicator with a history of effectively collaborating with both technical teams and non-technical stakeholders to deliver tailor-made IT solutions.