

Alexzandria Rivera

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Systems Engineer | Managed Services (MSP) | AI Enablement & Agents

EXPERIENCE

AI Enablement Specialist, TeamLogic IT August 2026 - Present
Austin, TX Managed Services Provider (MSP)

- Train teammates and clients to adopt AI tools safely, with best practices, custom prompts, and agents.
- Use Claude Code to streamline workflows and build agents for internal and client use.
- Build custom prompts and skills for AI-assisted IT work.
- Design and configure secure AI environments for clients (Claude, ChatGPT, Microsoft Copilot) using SSO and Entra ID security groups, keeping AI and file access limited to approved users.
- Control Microsoft 365 connector access for AI tools through Entra ID app assignment and security groups, and document the process for client teams.
- Configure and support Claude SSO with Microsoft Entra ID (SAML), including domain verification and sign-in testing.

Skills: Claude Code, AI agents, MCP, prompt engineering, AI training and enablement, AI security and access control, SSO (SAML), Microsoft Entra ID, Microsoft Copilot, ChatGPT, Notion, Obsidian

Systems Engineer, TeamLogic IT June 2025 - Present
Austin, TX Managed Services Provider (MSP)

- Manage IT infrastructure, client support, and proactive maintenance for 70+ client accounts.
- Resolve client support requests across users, devices, and Microsoft 365 environments.
- Configure and document access and security changes, including SSO and security groups.
- Write clear step-by-step documentation for teammates and clients.

Skills: Microsoft 365, Microsoft Entra ID, endpoint management, network troubleshooting, hardware lifecycle management, security response

Geek Squad (Best Buy) November 2022 - June 2025
Round Rock, TX

Technical Support Lead (March 2024 - June 2025) | Desktop Support Technician (June 2023 - March 2024) | IT Support Specialist (November 2022 - June 2023)

- Directed support operations, resolving 20-30 daily service tickets and complex escalations across diagnostics and repairs.
- Delivered desktop support for Windows and macOS, including Microsoft 365 and Exchange account setup, mailbox troubleshooting, and user access support.
- Trained 10-12 technicians on Apple Authorized Service Provider (AASP) standards, boosting team CSAT by 12%.
- Reduced turnaround time by 15% and increased service revenue by 10% through streamlined workflows.
- Resolved issues for 15-25 customers daily, including malware removal and Exchange user access controls, enhancing endpoint security.
- Triaged and documented 20+ client devices per shift, ensuring accurate service intake and clear repair paths.

AI TRAINING & CERTIFICATIONS

- **Austin AI Alliance AI Developer Intensive** – hands-on training in Claude Code, AI agent development, MCP (Model Context Protocol), and knowledge management with Obsidian.
- Claude Platform 101 and Claude 101
- Competency in AI Essentials
- Notion Essentials Badge
- Scrum: Advanced

EDUCATION

Austin Community College 2021 - 2024
High School Diploma, Home Schoolers (Texas) 2015

SKILLS

AI & Automation: Claude Code, AI agents, MCP, prompt engineering, custom prompts and skills, workflow automation

Microsoft & Identity: Microsoft 365, Microsoft Entra ID (SSO, security groups), Exchange account support

Support & Operations: Endpoint management, hardware and software troubleshooting, macOS/iOS/Windows support, ticketing systems (ServiceNow, Best Buy OMS), inventory and logistics