Aleksandar (Alex) Gajovic

37-30 Clarendon Crescent, London,

 Ontario N6C 5Y2

519 870 2706 alexgajovic@gmail.com

alex@iocom.ca

AWS Certified Solutions Architect –2025

April 2025- Current

ALGO Technology

Specializations:

- **Restaurant Technology:** Design and deploy technology solutions for the restaurant industry, including POS systems, reservation platforms, and customer engagement tools to optimize operations and enhance user experience.

- **Wireless Connectivity**: Implement advanced wireless network solutions, ensuring reliable and high-speed connectivity across multiple local area networks. zero-dead-spot.

- **Cloud Computing**: Orchestrate cloud-based services for data storage, processing, and analytics, enabling secure, scalable, and efficient operations for partner venues

July 2021 – Aug 2024

The Factory and Partners- IT Manager

Partner Venues:

- The Factory, Clubhouse, Powerhouse, Starbucks, Paradigm, Beer Kitchen, Papi's Steakhouse, 100K Bakery, Mona's Meats

Responsibilities:

- **Prepared IT Standard Policies, Procedures, and Guidelines:** Developed comprehensive IT policies to ensure consistent and secure operations.
- **Project Management:** Led projects for new venues from blueprint to full installation, ensuring timely and efficient execution.
- **IT Tickets Management Platform:** Implemented a robust platform for managing IT tickets, improving response times and issue resolution.
- **Encryption on Mobile Devices and Laptops:** Ensured data security by implementing encryption, remote wipe, and lock features.
- **Password Management Platform:** Deployed a secure platform for managing passwords, enhancing overall security.
- **Routers, Firewalls, Switches, NVRs, Audio Systems, Facility Access Security:** Managed and implemented these critical components to ensure secure and seamless operations

- **Azure Services:** Implemented cloud services for multiple applications, including Active Directory, AD Replication, Federation Services, Microsoft 365, and Microsoft 365 Exchange
- **Domains/MS365 Exchange and SharePoint:** Installed and managed these services across multiple tenants, ensuring smooth communication and collaboration.
- **AWS** Migrated Application Hosting to AWS, ensured high-availability, secure and cost effective solutions
- **Time Management and Punch Clock System:** Implemented a new system to streamline time tracking and attendance.
- **Communication Platforms:** Deployed Microsoft Teams, shared mail, and calendars to enhance communication.
- **Server Maintenance:** Maintained multiple local and cloud-based servers to ensure reliability and performance.
- **Network Installation:** Installed LAN, wireless networks, and VLANs across multiple businesses.
- **Wireless Coverage:** Upgraded and expanded wireless coverage to improve connectivity.
- **Data Installation and Management:** Managed data installations and created in-house applications and fixes.
- **POS Systems:** Installed and configured new POS servers and workstations and replaced and upgraded multiple POS systems.
- **Productivity Solutions:** Created solutions to maximize productivity and simplify processes.
- **Backup and Disaster Recovery:** Designed and maintained backup and disaster recovery solutions.
- **Equipment Rollout:** Completed the rollout of new equipment and workstations.
- **Real-Time Support:** Provided real-time support to employees and end users.

April 2006 – 2021-Owner and Operator
Kwik Fix Computer Services, Canada, London, Ontario

Responsibilities:

- **Acquisition of new or upgraded hardware and software systems**: Maintains current knowledge of hardware, software, and network technology and recommends modifications as necessary.
- **Operating systems**: Installs, updates, patches, and configuration changes; new hardware and software installation, including **routers, switches, and firewalls**.
- **System administrative functions**: Server & network repair, introducing and integrating new technologies into existing environments, performing routine maintenance of **servers and workstations**, and maintaining **backups**.
- Acts as a **technical resource** in assisting users to resolve problems with equipment and data.
- **Troubleshoots problems with computer systems**, including troubleshooting **hardware and software**, **email**, network, and peripheral equipment problems; makes repairs and corrections where required.
- **Server installation and management**.

Achievements

- AWS Certified Solutions Architect -Associate (2025)
- Extensive experience managing multi-level network infrastructure
- Team Leadership fostering collaboration and achieving goals.
- Writing IT policies and procedures
- Multi level Projects management
- Managing and Creating Cloud Computing Solutions
- Led new venue installations, ensuring efficiency and timeliness.
- Strengthened systems and network security measures.
- Delivered Azure and AWS cloud solutions for seamless operations.
- Extensive experience with POS systems

AWS Professional Summary

AWS Certified Solutions Architect with 3+ years of experience as an AWS Cloud Administrator and a strong background in cloud infrastructure, security, migration, high availability, and disaster recovery. Extensive hands-on expertise in networking, storage, database administration, and serverless architectures, leveraging AWS best practices to build scalable and resilient systems.

Key Skills & Expertise

- **Cloud Networking & Connectivity:** Designed and implemented Site-to-Site VPNs, VPC Peering, and AWS Transit Gateway to interconnect multiple VPCs and on-premises branches securely.
- **Security & Compliance:** Strong understanding of IAM policies, Security Groups, NACLs, AWS WAF, and AWS Firewall Manager. Experience configuring SSL/TLS encryption, ACM, and KMS for data protection.
- **High Availability & Disaster Recovery:** Configured Multi-AZ RDS, Aurora Global Database, DynamoDB Global Tables, and cross-region replication strategies for redundancy. Expertise in RTO/RPO models and disaster recovery setups, including Active/Active, Warm Standby, and Pilot Light architectures.
- **Storage Solutions:** Strong Understanding in Amazon S3, EBS (optimized & provisioned IOPS volumes), FSx (Windows, Lustre, NFS), AWS Backup, DataSync, and storage extension services like File Gateway & Volume Gateway.
- **Database Administration:** Good understating Amazon RDS (MySQL, Aurora) with IAM authentication, forced SSL connections, PITR (Point-in-Time Recovery) for DynamoDB, and read replicas for high availability.
- **Routing & Traffic Management:** Implemented Application Load Balancers, Route 53 (failover, geolocation, weighted routing, multi-region redundancy) for optimal scalability.

- **AWS Migration & Analytics:** Experience with MGN (AWS Migration Service), DMS (Database Migration Service), Snow Family, Glue, Lake Formation, Redshift, and Athena for analytics.
- **Decoupling & Event-Driven Architectures:** Built scalable solutions with SQS, Kinesis, Step Functions, and EventBridge.
- **Monitoring & Troubleshooting:** Expertise in CloudWatch, CloudTrail, and X-Ray for system diagnostics and operational insights**.**
- **Compute & Containerization:** Hands-on experience with EC2, ECS (Fargate & EC2 launch types), EKS, and AWS Batch for compute-heavy workloads.
- **Direct Connect & Hybrid Cloud:** Integrated Direct Connect (DX), DX Gateway, and VPN services for low-latency on-premises connectivity.

HP Support 2003-2006

- **Level One Support:** Helped with PCs, Windows OS, and HP Printers.
- **Level Two Support:** Advanced troubleshooting and support for HP IPAQs.

Education & Certification

2000-2003
Software Developer -CDI College

2003-2005
HP A+, Net+ 2003

2025
AWS Certified Solutions Architect Associate

Area of Experience
- Information Systems Auditing, Risk Assessment & Analysis
- Application & OS Support, Systems Administration
- Asset Discovery, Management & IT Governance
- IT Service Delivery and Support, Network Infrastructure Design

- Operations & Security, Risk Management, Customer Services
- System Performance Enhancement, Systems Cycle Management
- Infrastructure Life Cycle Management, Project Management
- Protection of Information Assets, Network Infrastructure Security
- Wireless Technologies, Data Recovery, Ransomware Protection
- Requirements Gathering, IT Planning and Organization
- Automation Implementation, Threat & Vulnerability Analysis
- Physical & Environmental Security, Backup and Recovery Administration
- Incident Handling and Response, Evidence Collection and Handling
- Hardware Repair and Replacement, Printer Maintenance & Supplies
- Network Access Control, Software Development Security
- Change & Configuration Management, Protocols
- Network and Resource Availability, Patch and Updates Management
- Business Continuity Planning, Disaster Recovery Planning

Technical Expertise

System & Application Platforms: Extensive knowledge of server environments, operating systems, and productivity suites.

Communication & Networking: Skilled in implementing and managing network infrastructure, firewalls, disaster recovery solutions, wireless protocols, and virtualization. Proficient with technologies such as Ethernet/SAN, DNS, VPN, LAN/WAN, VOIP, and advanced networking protocols.

Application & Security Tools: Proficient in endpoint protection, encryption tools, virtualization platforms, disk imaging software, accounting applications, and network monitoring tools.

References:

References available upon request.