

Andrew Vanderbilt

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PROFESSIONAL SUMMARY

Strategic, analytical, and innovative Systems Engineer who holds a Bachelor's Degree in Information Systems with 6+ years of IT experience, driving operational excellence with a specialty in IT Operations. Adept at collaborating with cross-functional teams to create forward-thinking systems and solutions within the organization.

CORE COMPETENCIES

- Project Management
- Information Technology
- Technical Troubleshooting
- Network Configuration
- Systems Administration
- Data Analysis & Reporting
- Asset Management
- Process Improvement
- Stakeholder Relationships

WORK EXPERIENCE

Get More Students | Remote 08/2023 – 07/2024

Systems Engineer

- Designed custom AI systems to enhance tech support operations and reduce ticket cycle times
- Provided technical guidance to the executive staff, directly influencing product roadmaps
- Oversee the design and development of critical IT infrastructure and systems
- Architected software integrations for HighLevel SaaS products, capturing additional revenue
- Partner with business stakeholders to ensure operational technology needs are met during product development
- Managed a Google Workspace environment encompassing Mac, Windows, and ChromeOS devices

O.W. Investors | Ocala, FL (Hybrid Remote) 08/2022 – 09/2023

Support Engineer

- Serviced and supported an industrial data system of over 150 Windows and Linux servers
- Orchestrated IT systems using Ansible, Python, Powershell, and Group Policies
- Directed the migration to a hybrid-cloud model, increasing availability to 99.95% over six months
- Rolled out device management utilizing Jamf, Intune, and Azure AD to improve endpoint security and user control
- Established migration plans to decouple code and containerize a .NET production app onto Redhat Linux servers
- Configured CI/CD pipelines using Gitlab and Jenkins, as well as virtual machines for QA testing

Lockheed Martin | Ocala, FL 06/2019 – 07/2022

Electronics Technician

- Meticulously assembled and repaired electronic systems in accordance with military aerospace standards
- Tested hardware and firmware components, ensuring performance and accuracy met stringent parameters
- Developed strategic improvements to manufacturing processes, resulting in \$150,000 in yearly cost savings
- Diligently followed engineering drawings and technical specifications to meet project deadlines within allocated budgets

Geek Squad | Ocala, FL 02/2018 – 06/2019

Subject Matter Expert

- Developed service procedures for Apple and Linux devices, reducing service duration times by up to 30%
- Established processes Geek Squad used to support the introduction of their consumer "Total Tech Support" product
- Provided software and hardware support to small/medium business partners and consumers
- Created employee training programs and service documents to train employees on new processes and procedures

EDUCATION

Florida Institute of Technology | Melbourne, FL Graduated: 2023

Bachelor of Science: Information Systems

ADDITIONAL QUALIFICATIONS

- Certifications: Professional Scrum Master, AWS Cloud Practitioner, Jamf Pro Administrator, Pursuing RHCSA
- Additional Technical Proficiencies: AWS, Azure, Docker, REST APIs, Jira, Freshdesk, FortiNet, Ubiquity, SAP ERP, SQL, Defender 365, NFS, PLCs
- Publications: The Art of Infosec (Book), Kickstart Security: macOS Mojave (Book), Mac Hardware Implants (Whitepaper)