

Carter Andrade

IT Specialist

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SUMMARY

Certified IT Specialist with 10+ years of experience in the field. Adept at computer and software systems, security and privacy. Excellent troubleshooting and organizational skills. Looking for a job that will challenge my abilities every new day.

EXPERIENCE

IT Specialist

Nintech

2016 - 2021 Stamford, CT

Nintech is America's largest high-specification offshore rigs contractor and focuses on deepwater drilling services.

- Modernized the IT infrastructure and increased its availability; virtualized workloads by 50%
- Performed IT support, both software and hardware, for the office with 40 employees
- Maintained IT systems with a 100% resolution rate within 24 hours
- Supported over 150+ employees help desk issues on a daily basis
- Worked with vendors to reduce equipment cost by over 20%

IT Specialist

Softberg

2014 - 2016 Herndon, VA

Softberg is focused on almost every kind of IT project of government-based organizations.

- Provided support for well over 200 staff members
- Designed 16 major projects in Autocad
- Reduced UMI stack installation time by 75% using scripted automation
- Proposed and executed global hardware upgrade plan for 700+ computers
- Provided support for well over 200 staff members

IT Specialist (Part-Time)

Crallhost

2011 - 2014 Herndon, VA

Crallhost is a leading local provider of shared, reseller, VPS and dedicated hosting solutions on Linux and Windows platforms.

- Worked directly with the CEO to implement IT solutions to increase billing efficiency by 85%
- Provided business analytics and Tier 2 CS support
- Implemented HIPAA compliant cloud storage solution to increase patient record availability by 75%
- Worked with Barracuda Spam and Firewall 300 appliance for email filtering
- Ensured data quality worldwide for 31 countries and 14,000 associates

ACHIEVEMENTS



Awarded

Awarded by the CEO of Nintech with the "Top Tech Guy Award" in 2020 for overall contribution to the company.

SKILLS

Computer Systems

Security & Privacy

DOD

Salesforce Consultant

Setup

System Software

Active Directory

Access Points

Peripheral Equipment

EDUCATION

High School Diploma

Stamford High School

09/2003 - 06/2008 Stamford, CT

Bachelor of Information Technology

Strayer University

10/2008 - 06/2012 Herndon, VA

STRENGTHS



Troubleshooting

Repaired 500+ computers in the period of 10 years by providing exceptional problem-solving skills and strong work ethics.



Critical Thinking

Good at analyzing, evaluating and applying new information in innovative work techniques that allowed me to do things faster and easier.



Creativity

Thinking outside the box facilitated my approach to work as I managed to cope with different problems differently every time.

CERTIFICATION

Security 5 Certification

EC-Council

Certified Information Technology Professional (CITP)

AICPA