

# 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