Alec Andras

IT Specialist

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Efficient IT professional with 6+ years of experience and proven skills in hardware installation and maintenance. Seeking to raise tech effectiveness at Sheckley Medical. At Alehandru Inc., upgraded 150+ employees to Windows 10, 10% under budget with 100% HIPAA compliance.

💼 Experience

2016 - 2019

System Administrator

Alehandru Medical

- Handled all tech planning for large healthcare business. Managed hardware and software installation and directed upgrades and maintenance.
- Used expert problem-solving skills to fix network issues 15% faster than previous admin. Trained assistants in "5-Whys" problem-solving technique.
- Led successful facility-wide Windows 10 transition. Upgraded 150+ employees to the new system, 10% under budget and with 100% HIPAA compliance.
- Initiated risk management plan to assess and harden IT security. Implemented password vaults and principle of least privilege. Slashed security risk 48%.

2015 - 2016

Tech Support Agent

ArcFile Web

- Furnished IT Help Desk phone support to customers of a busy web hosting business. Provided customer service, server support, and troubleshooting.
- Consistently scored 18% better than average in post-call customer surveys.
- Slashed complaints-resolution times by building pivot tables to triage problems.
- Trained 15 other tech support staff on new document management system.
- Helped install new monitoring system that raised client satisfaction 20%.

2015 - 2015

Freelance IT Specialist

Various

- Installed new order-processing system in local flower shop.
- Developed an eCommerce woodcrafts site.
- Contributed to an open-source SaaS site on Github
- Built a home control system for lights and heat with Raspberry Pi.

🎓 Education

2010 - 2014

BS in IT, Hamline University

- Pursued a passion for system maintenance coursework.
- Excelled in hardware and software installation classes.
- Vice president, student coding club.

⭐ Additional Activities

- Member, CompTIA Association.
- My IT Podcast, "Where IT Isn't At" has 1,200 subscribers.
- My article, "5 Ways to Boost Security" was cited by TechCrunch.
- See my IT portfolio online at alecpandras.com.