

Alec Andras

IT Specialist

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

Experience

2016 -	System Administrator <i>Alehandru Medical</i> <ul style="list-style-type: none">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%.
2019	Tech Support Agent <i>ArcFile Web</i> <ul style="list-style-type: none">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 -	Freelance IT Specialist <i>Various</i> <ul style="list-style-type: none">Installed new order-processing system in local flower shop.Developed an eCommerce woodcrafts site.Contributed to an open-source SaaS site on GithubBuilt a home control system for lights and heat with Raspberry Pi.
2016	
2015	

Education

2010 -	BS in IT, Hamline University
2014	<ul style="list-style-type: none">Pursued a passion for system maintenance coursework.Excelled in hardware and software installation classes.Vice president, student coding club.

Certificates

- CompTIA A+ Certification
- MS Server Certification

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.

Personal Info

Phone	218-544-3609
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Skills

Hardware Installation	
Software Installation	
Security	
System Maintenance	
Programming	
Leadership	
Teamwork	
Problem Solving	
Critical Thinking	
Time Management	
Customer Service	

Languages

Java, C#, C, PHP, MySQL, Ruby	
HTML5, CSS3, Javascript, JQuery	