

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.

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

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Skills



Languages

