Andrew Carter

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SUMMARY

Ambitious, driven and highly proficient technical operations specialist with experience in software development, system integration, and troubleshooting, seeking an innovative and challenging opportunity in technology.

Experience acquired from various companies and positions include::

- Striving to exceed individual and team based goals.
- Thriving in high-stress work environments.
- Utilizing multiple enterprise-level systems for monitoring and managing nationwide networks and services.
- Proficient in various operating systems and programming languages, demonstrating soft skills in system integration and software development tasks.
- Strong analytical and problem-solving skills demonstrated in troubleshooting tasks.
- Efficient time management with ticketing and restoration efforts tracking.
- Tier one corrective action and a year of mentorship under a tier two senior operations engineer, as well as one-year leadership development mentored by senior management.
- Excellent communication and teamwork abilities, fostering strong collaboration with colleagues and clients to achieve project success.

Proven track record of working effectively with internal and external customers, including field operations and vendor support. As a charismatic and adaptive individual, I am dedicated to continually growing my leadership and technical skills through innovation and creative problem-solving.

PROFESSIONAL EXPERIENCE

UNITE PRIVATE NETWORKS, Kansas City, MO   2023-Present
Network Operations Center Technician
Tier One NOC Technician in charge of skillfully monitoring and maintaining the company's rapidly expanding fiber network infrastructure, ensuring optimal network performance and swift resolution of customer issues. Proactively manage alerts, create customer tickets, and efficiently communicate with customers and internal users via email and phone calls. Collaborate with field technicians to address and resolve network concerns, while diligently overseeing the ticket queue to ensure effective and timely handling of all issues.

T-MOBILE, Overland Park, KS   2020-2022
Network Operations Technician for the Radio Access Network team
Experienced operations technician utilizing remote monitoring of T-Mobile's nationwide radio access network, ticketing systems, and performance systems. Responsible for first tier alarm correlation and corrective action. Coordinated restoration efforts with specialized field technicians, RF engineers, and engaged next tier support for engineers.

SPRINT, Overland Park, KS   2018-2020
Network Operations Technician II for the Ericsson Radio Access Network team
Completed six months of advanced training to expertly perform remote monitoring of the Sprint Network across the Ericsson market. Acquired basic scripting and advanced networking skills to effectively evaluate issues on cell sites and take corrective action, ensuring optimal network quality.

SPRINT (INSIGHT GLOBAL CONTRACTOR), Overland Park, KS   2018-2019
Network Operations Technician I for the Building Management and Engineering team
Monitored, evaluated, and executed actions on building alarms for a wide variety of different Switch, Pop, and Regen sites. Managed alarms using alarming software, communicated via email and phone, dispatched vendors and technicians, and managed tickets based on these alarms.

ADDITIONAL RELEVANT EXPERIENCE
Home networking projects utilizing basic scripting and networking skills.
Formal and self-taught experience in programming, web development, and hardware components handling.
Managed multiple gaming servers, gaining experience in setting up linux servers, organizing small websites and creating objects in 3D environments.
Participated in three hackathons, successfully developing websites and web apps from scratch, earning awards each year.
Moderate cybersecurity research and testing, honing fundamental skills in the field.
Engaged in robotics project management and programming over the years.
Hands-on experience in designing and building a personal website, showcasing proficiency in web development, content creation, and user experience optimization.
Actively expanding knowledge in database management by self-learning SQL, demonstrating commitment to continuous professional development and adaptability to new technologies.
A self-motivated individual with a passion for futuristic technology and astronomy, seeking opportunities for growth and innovation.

EDUCATION
High School Graduate, Shawnee Mission East, Prairie Village, KS
Associates in General Sciences degree at Johnson County Community College of Kansas.
EON Reality Certified AR & VR Developer Level 1, UMKC Virtual Reality Innovation Academy
Expected 2023 graduate from the University of Missouri, Kansas City with a Bachelor of Science in Computer Science.

MY WiP WEBSITE
https://carter.business/