

ANDREW THIESEN

TECHNICAL ACCOUNT MANAGER | SR. IMPLEMENTATION ENGINEER

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TECHNICAL ENGINEERING EXPERIENCE

Machine Learning Engineer | The Callen Score Project | Naples, FL | June 2023 - Present

- [The Callen Score](#) is a Machine Learning (ML) experiment built on the Microsoft Azure Machine Learning Designer.
- This experiment has been designed to identify Maternal Risk factors of biologically assigned females at birth, who experience a pregnancy loss, and *attempt* to predict the probability of a future pregnancy loss.

Application Support Engineer | Freespace | Naples, FL | August 2022 – November 2022

- Collaborated with developers, analysts, and project managers to expedite incident resolutions.
- Performed software application and disaster recovery testing to guarantee business readiness following failovers.
- Provided support for web- and client-based applications, file and data feeds and batch processes to prevent impact to business.
- Analyzed and mapped data and wrote SQL scripts to extract data from SQL databases.
- Conducted and supported implementation delivery with client and internal departments.

Key Achievements

- Created over 80% of the technical documentation needed for the Organization to achieve ISO certification viewable [here](#).

Solutions Architect | Sensory Inc. | Boulder, CO | October 2021 - August 2022

- Worked with developers and engineers to realize technological solutions.
- Maintained current and in-depth understanding of business processes, needs and objectives.
- Broke down technical ideas and issues into non-technical terms for business executives.
- Contributed heavily to product development lifecycle of both back-end and customer-facing solutions.
- Authored development guidelines to expedite application design efforts through ready-made frameworks.

Senior Implementation Engineer | Exterro Inc. | Beaverton, OR | July 2017 - October 2021

- Developed and executed solutions to customer needs and drivers through hands-on engagement.
- Built long-term trusted partner relationships to manage stakeholder expectations and meet revenue growth goals.
- Identified and proposed upsell and renewal opportunities and communicated value proposition to churn results for enterprise customers.
- Participated in product innovation by identifying and representing customer needs and presenting new product capabilities.
- Provided technical troubleshooting and problem solving for clients with installed equipment or system issues.
- Performed various tests on processes and prepared documents.
- Worked with technical staff on system audit to execute implementations on time and within functional parameters.
- Configured and executed system software changes.

- Assisted clients with monitoring all software implementation lifecycles.
- Maintained existing applications and designed and delivered new applications.

Key Achievements

- Managed multiple Enterprise accounts concurrently more than 1 million USD ARR.

IT Support - Contract | Various | Naples, Ft. Lauderdale, FL | September 2015 – July 2017

- Reviewed and assessed architecture design, implementation, testing, and deployment needs to identify project requirements and costs.
- Guided implementation of company-wide enterprise security strategy for network and hardware, disaster recovery, data protection and endpoint protection.
- Researched and recommended innovative and automated approaches to routine tasks.
- Managed network and system performance, conducting troubleshooting, security patching and maintenance.
- Oversaw IT department operations and training.
- Supported phone, photocopier, fax machine and supplemental IT peripherals.
- Performed testing, deployment, support, and maintenance of multiple software and hardware profiles.
- Managed Active Directory environments with over 100 users.
- Managed Office 365 migrations
- Supported multiple peripheral hardware profiles including VPN, Network printers, Firewalls.

Manager of Tech. Process and Maintenance | LHG Inc. | Aventura, FL | October 2012 - September 2015

- Developed suggestions for technical process improvements to optimize resources.
- Evaluated customer impact risk, reputation risk and regulatory risk.
- Communicated cross-functionally with technology leaders across analysis, architecture, build, quality assurance, deployment, and support teams on project execution.
- Designed, implemented, and monitored integration between applications while coordinating updates and developing test cases.
- Recruited and trained IT team members.

SKILLS

Languages: Fluent in BASH, HTML, SQL, and PowerShell; Familiar with Node.js, Python, and Go

Platforms: Experience with JIRA, Confluence, Salesforce, Zendesk, HubSpot, Docker, AWS, Azure

Databases: SQL, MySQL, PGSQL

EDUCATION & CERTIFICATIONS

B.S. in Information Tech. | UAT | Tempe, AZ | May 2009

[Technical Support Fundamentals](#) | Coursera | July 2022

Microsoft Learn AI Skills Challenge | Microsoft | August 2023

[Additional Badges](#) | Credly | Present