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Top Skills

Business Solutions Development
Full Stack Software Development
Prompt Engineering

Languages

PHP (Full Professional)
C# (Full Professional)
MSSQL (Full Professional)
MySQL (Full Professional)
Project Management (Full Professional)
Creativity (Full Professional)

Andrew Goetz

IT Administrator @ ALK
Spokane, Washington, United States

Summary

My recent endeavors have centered around developing a cutting-edge flutter application, leveraging firebase, google cloud platform, and the open AI API. This initiative demonstrates my commitment to innovation and user-centric design. At ALK, over the past two years, my role as an IT Administrator has allowed me to provide architectural guidance and spearhead the integration of AI into business solutions, showcasing my technical acumen and strategic insight.

My technical toolkit, refined through practical application, includes Microsoft 365, OpenAI Products and proficiency in technologies such as python, databases, and HTML/JS/CSS. As part of an international team, I've contributed to deploying critical IT infrastructures and automating system administration tasks, ensuring efficient and secure operations. My work reflects a fusion of visionary AI development and solid IT expertise, all aimed at driving technological advancements and enhancing user experiences.

Experience

ALK

IT Administrator

January 2023 - Present (3 years 1 month)

Post Falls, Idaho, United States

- Provide technical guidance and architectural advice to line of business when implementing new solutions.
- Implement new technologies onto the corporate network.
- Collaborate with overseas colleagues to deploy new site's infrastructure.
- Collaborate with local line of business to identify potential use cases for AI.
- Develop automated scripts (powershell) to complete sys admin related tasks.
- IT liaison between US line of business, global IT security, and infrastructure services.

- Review IT security requirements with line of business for new technology requests.
- Monitor SCOM alerts and react accordingly to various issues related to: Exchange 2019, SQL Server 2016-2022, and any other critical infrastructure SCOM alerts.
- Assist global support team with escalated issues and advanced troubleshooting.
- A member of the following subject matter expert groups: Power Platform, Exchange, meeting rooms, databases, Microsoft Teams.
- Perform local disaster recovery testing for critical production systems using Veeam.
- Create ad-hoc PowerShell scripts for various tasks related to performing automated tasks to save time, querying AD, Exchange, copying files, etc.

Spokane Industries
 System Administrator
 February 2018 - January 2023 (5 years)
 Spokane, Washington Area

- Migrated on-premises Exchange 2019 to Exchange online.
- Deployed new instance of Microsoft 365 tenant including: SharePoint, OneDrive, Teams, Azure Active Directory, and Exchange Online.
- Deployed Azure Active Directory Cloud Sync.
- Deployed cloud based phone system. Ported 150 DID's and migrated all users to cloud system.
- Migrated Barracuda Antispam on prem to Barracuda Cloud essentials.
- Migrated Spiceworks ticketing system from on premises to cloud hosted.
- Deployed Aruba wireless network leveraging Aruba Cloud Central administration.
- System administrator for an office of over 100 employees.
- End user support for all IT related issues for company employees (workstation, printers, phone, etc.).
- Primary system administrator for entire infrastructure including: Group Policy, DHCP server, DNS server, Active Directory, VMware ESXi (with vcenter), and Palo Alto Firewall.
- Deployed new Palo Alto PA-410 and migrated old PA-500 config with 0 down time and minimal issues.
- Migrated Exchange 2010 -> Exchange 2016 -> Exchange 2019 (on prem) -> Exchange Online Hybrid.
- Migrated SharePoint 2010 to SharePoint 2016.

- Administrator for Microsoft productivity suite including: Exchange 2019, SharePoint 2016, Active Directory, WSUS, and Group Policy Server.
- RSA VPN administrator. Migrated RSA vpn appliance to VMware virtual machine.
- Updated WDS deployment packages as new versions of Windows were released.
- Migrated TFS 2013 to 2018.
- Packaged and deployed silent unattended install for Syspro ERP and Crystal Reports.
- Updated production website components using Joomla, PHP, and MySQL.
- Migrated old company website from end of life linux host to Blue Host managed provider.
- WSUS - deployment and maintenance.
- Administrator for CRM and ERP application (Syspro).
- Investigated and resolved SharePoint performance issues (converted live calls to table to hourly reporting tables).

Goetz Solutions

Owner

March 2017 - March 2018 (1 year 1 month)

Spokane, Washington Area

- Home automation services using Home Assistant (YAML + Python).
- Consumer IT services (desktop and laptop support).

The Master's Touch, LLC

Software Engineer

August 2016 - April 2017 (9 months)

Spokane, Washington Area

- Developed new features and resolved defects for a public facing electronic notice system.
- Ensured all new inputs were safe against SQL injection attacks.
- Worked in a Linux, Apache, MySQL and PHP development environment with production hosted on AWS.
- The front-end was driven with JavaScript and used the bootstrap framework with jQuery.
- The back-end code was a heavily customized plugin for the Joomla PHP framework.

- Worked on adding new admin pages for client search using MVC within Joomla.
- Participated in conference calls with city and county officials gathering project requirements.
- Documented new requirements and bug fix requirements in Microsoft TFS.
- Submitted code to GIT repository via Visual Studio 2017.
- Resolved existing performance issues by identifying code or SQL changes.
- Implemented new indexes, better joins, and rewrote methods to creatively pull the relevant data while decreasing database impact.
- Assisted as a back-up support resource answering customer's technical related questions via email.

ThroneIt

Co-Founder

April 2008 - December 2016 (8 years 9 months)

Spokane, Washington Area

Accomplishments

- ThroneIt was originally a new idea conceptualized by myself to handle a problem I noticed with an online game called 'Defense of the Ancents (DotA).
- ThroneIt paved the way for games like League of Legends, Heroes of Newerth, and DotA2).
- Conceptualized the idea of an automated hosting bot for DotA. Server administrator for all of the web bots, databases, etc for all of the back-end processes for Throneit.com.
- Grew the player base from 1 to over 600,000 members in 12 months.
- Handpicked and trained several volunteer staff to manage the player base. Many of these members went on to be paid employees at Riot Games.
- Created a tactical and effective organization system for staff members. This was critical in our expansion success and communication as an organization. (<http://www.cogmap.com/chart/throneit/public/throneit>)

Imprezzio Inc.

6 years 4 months

Software Developer

January 2013 - March 2016 (3 years 3 months)

- Software development for a product that was being used in production of a fortune 500 company.
- Development using various technologies including but not limited to: C#, MSSQL, MongoDB, .Net

(4.0,4.5), and Adobe Flex.

- I conceptualized and wrote a PHP + MySQL + jQuery solution.
- Pushed web application code and database changes to production environment.
- Provided Tier 3 level support to the Tier 2 and Tier 1 support representatives.

Tier 2 Production Support

May 2012 - January 2013 (9 months)

- Researched and resolved support issues escalated from Tier 1 support.
- Used an incident management tool to track, categorize, escalate as necessary, and close all incidents.
- Provided technical leadership and training for lower level Technical Support Analysts.
- Performed database research and problem resolution.
- Provided support for user identified errors and system alarms and alerts.
- Communicated with customers, support team, developers and project manager via email and phone.
- Participated in conference calls and meetings with clients at the corporate level.
- Provided support for internal products.
- Documented processes and procedures used in daily activities.
- Provided SQL driven ad-hoc ticket reports and shared on-call duties with the support team.

Internal Support

December 2009 - May 2012 (2 years 6 months)

- Developed a very specific reporting website to provide ticket statistics and call metrics for the call center manager using MySQL, PHP, Apache / IIS, JavaScript and jQuery.
- Developed various one-off applications for Imprezzio Marketing and Imprezzio Solutions in PHP, MySQL, Apache / IIS.
- Deployed various MySQL instances and setup replication from PBX database (Linux) to PBX reporting database (Windows).
- Identified a need for, architected, and developed a feature rich customer management application specifically for Imprezzio Marketing using PHP, MySQL, Apache / IIS, JavaScript, and jQuery.

- Deployed Mind touch (internal Wiki) for Imprezzio Marketing. Currently being used as a critical internal documentation application. Later migrated this from Linux to Windows.
- Wrote various database back-up scripts using batch files and robocopy / FTP.
- Wrote database monitoring script to alert myself and other technicians of database loops.
- Responsible for all workstation Windows updates for the corporate office and two remote offices using Microsoft SCCM.
- Inspected and queried the fairly complex Microsoft SCCM database (MSSQL).
- Responsible for pushing new applications via SCCM (Spark, Firefox, Flash, Java, etc.).
- Added/modified users in Microsoft Exchange and Active Directory.
- Worked with a veteran system administrator to deploy local sandbox environment for testing: Active Directory changes, software upgrades, and MySQL replication testing.
- Executed and reviewed results of database lead import scripts/automated jobs.
- Performed multiple Linux to Windows server migrations for critical internal software suites including: TimeTrex, Kayako, Openfire, and Adtools.
- Researched hosting provider options and migrated several .NET driven websites from our internal server to a 3rd party hosted provider.
- Provided general helpdesk support for all users within the company.

Jigsaw

Software Quality Assurance Engineer

December 2007 - December 2009 (2 years 1 month)

- Discovered, documented, and tested hundreds of critical defects on the production application.
- Performed manual software testing, automated software testing, database analysis, and API testing.
- Recipient of the MVP award for Q1 2008.
- Large role in creation of support bug tracking and analysis system in Salesforce.com.

- Assisted with customer support productivity tracking (report and process design).
- Large role in creation of many current processes with the technical support department.
- Resolved escalated customer service related issues involving upset customers and advanced technical issues.

Circuit City

2 years 6 months

Technology Sales Manager

June 2005 - June 2007 (2 years 1 month)

Managed a team of 10 salespeople and 4 technical support specialists.

Exceeded corporate sales expectations on a monthly basis both in pc installs and overall revenue.

Lead In-Home PC Technician

January 2005 - June 2005 (6 months)

Network installation, network security configuration, hardware installation, hardware troubleshooting, software installation (windows 95 - vista), software troubleshooting (windows 95 - vista).

Amerion LLC

Technical Support Supervisor

January 2004 - January 2005 (1 year 1 month)

Network troubleshooting ranging from 56k modems - T1 connections including ISDN, DSL, WIFI. Lead a group of 10 support representatives in a support/billing call center environment.
