

# Andrew Perlas

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## Experience

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### Client Solution Architects (Honolulu, HI)

#### System Administrator | Sep 2022 – Present

- Responsible for the administration and maintenance of the Citrix VDA environment used daily by staff of the Pearl Harbor Naval Shipyard
  - Monitor and troubleshoot to ensure VMs and apps hosted by the Citrix environment are accessible and operational
  - Perform monthly patching and application updates to images. Updated images are pushed out to the entire Citrix farm through provisioning and Machine Creation Services
  - Planned and executed the cutover of the existing Xenapp 7.15 farm to an updated Citrix 2203 farm
- Remediate security vulnerabilities identified by Nessus vulnerability scans. Arrange a plan of action if unable to immediately address the vulnerability
- Collaborate with various branches to specify firewall and HBSS rules for systems and apps to allow only necessary network traffic and protocols coming inbound and going outbound on servers
- Migrated services, such as DHCP and WSUS, running on Windows Server 2012 R2 operating systems to newer Windows Server 2019/2022 virtual machines hosted on VMware

### Wakelight Technologies (Honolulu, HI)

#### Technical Service Lead | June 2022 – Sep 2022

- Worked closely with the Program Manager of the contracting company supporting Pearl Harbor Naval Shipyard's Code 109 (IT and Cybersecurity department) on the operations and technical mentoring of the contractors
  - Took the opportunity in this position to learn about the different branches of Code 109 and their area of responsibilities
- Conducted technical interviews for potential Windows System Administrator candidates
- Engaged in leadership training classes hosted by Wakelight Technologies and former SES member of the Shipyard

### TechMD (Santa Ana, CA)

#### Professional Services Consultant | Feb 2021 – June 2022

- Planned, managed, and executed on project deliverables designed to improve the IT infrastructures of our clients and leverage technology to increase end user productivity and business performance
  - Examples: On-premises server migrations to cloud solutions, configuration of virtual desktop environments through Azure and Citrix, facilitating office moves, and replacing network firewalls/switches/access points
- Conducted webinars for clients prior to milestone changes to prepare them and educate them on what to expect. After implementation, I would host "office hours" meetings with the end users to answer questions and to assist
- Automated a frequent project deliverable for migrations of user workstations to AzureAD using Powershell
  - This manual process of about 20 minutes per machine could now be fully accomplished by running a script
  - Use of the script allowed Consultants to complete this deliverable well under budget and utilize their saved time for other projects
- Continued providing senior level guidance and escalation to our service team. By the end of my time at TechMD, I had closed over 12,000 tickets (the most in TechMD history) and maintained a client NPS rating of 93

### Technical Lead/Escalations Analyst | May 2019 – Feb 2021

- Served as tier 3 level support for ticket escalation and as a direct escalation point of contact for client VIPs
- Worked on the most involved and challenging service team tickets including network cutovers, server outages, and main line of business application updates
- Solved clients' IT infrastructure issues by analyzing and tackling root issues

### Team Lead | Apr 2018 – May 2019

- Mentored members of the service team on the technical and operational knowledge needed to achieve excellent customer service and to exceed our service level agreements
- Identified improvements with our business processes so that we could be more efficient and effective in areas such as driving long-standing open tickets to resolution and executing successful on-site client visits
- Provided best practice recommendations to our clients including upgrades to legacy hardware, migration of on-premises Exchange or files to Office 365, and establish secondary systems for increased business continuity

### Systems Analyst | Jan 2015 – Apr 2018

- Delivered first responder remote support for about 100 small to medium sized business clients on technical issues and requests ranging from workstation maintenance to network environment outages
- Passed TechMD internal advanced lab – an internal workshop for understanding and implementing setup of virtualization, firewall, remote access, VPN, Exchange server, DNS, etc. in a test environment

## Skills

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<b>Essential</b>	Customer Service   Problem Solving   Communication   Teamwork   Documentation   Leadership
<b>Operating Systems</b>	Windows Server 2008 - 2022   Windows 10   Linux (Ubuntu)   Apple iOS   Mac OSX
<b>Virtualization</b>	VMWare   HyperV   Microsoft Azure (IaaS, AVD)   Citrix VDA   Docker Compose
<b>Networking</b>	DNS   DHCP   VPN   NAT   Routing   VLANs   ACLs   PRTG   VoIP   SD-WAN
<b>Hardware</b>	Dell Sonicwall   Cisco Meraki   Cisco SG switches   Ubiquiti UniFi   Dell PowerEdge   HPE ProLiant   Multi-Function Printers   Synology NAS   unRAID   Datto BCDR   VoIP Phones
<b>Software</b>	Active Directory   Group Policy   Office 365   Powershell   Sharepoint   OneDrive   Exchange   MS Teams   Patch Management   SQL   PKI   STIGs   Tenable   HBSS   Splunk   Google Workspace

## Certifications

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CompTIA Security+ ce

Obtained: July 2022

## Education

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**Bachelors of Business Administration, Management Information Systems**  
California State University San Marcos

Aug 2010 - Dec 2014