Andrew Retherford

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Profile

I am an aspiring software engineer who is outgoing and easy to get along with. Introduced to computer technology at a young age, I have always been fascinated with all aspects of computing, both theoretical and physical.   I am passionate about building software and love working with a good team. Above all, I enjoy contributing my knowledge and experience to a culture that inspires creativity and camaraderie.

Professional Experience

I have several years experience in IT, during which time I worked with colleagues to build internal websites, administrate server infrastructure, and develop code for product prototypes among other things. In my most recent role, I was a team lead for the West Coast which included offices in LA, SF, Seattle, and Denver which gave me valuable experience in working with others and a broader perspective on day to day challenges.

Student General Assembly Software Engineering Immersive, San Francisco CA, June '22 - Current
- Programming and computer science fundamentals, as well as software engineering best practices
- JavaScript, HTML, CSS, Python, React
- MVC and REST architecture
- Version control with Git and GitHub
- SQL and NoSQL databases
- Application Programming Interfaces

Office IT Team Lead McKinsey & Company, San Francisco CA, September '21 - May '22
- Oversee offices in the West Coast region and Denver
- Hold regular check-ins with team members to monitor well-being and stay in touch with their professional goals
- Identify and solve for pain points affecting the team in terms of process, outlook, and strategy
- Communicate with senior leadership to pass along primary challenges for the team as well as accomplishments in order to provide visibility on the day to day as well as current approach
- Review team members on an annual basis and assist them in professional growth

Office IT Solution Advisor McKinsey & Company, San Francisco CA, March '15 - September '21
- Collaborate with a team to coordinate support for West Coast offices
- Assist central teams in supporting local server and network infrastructure

- Support offsite events (network, A/V, vendor coordination)
- Troubleshoot Windows and Mac OS issues for end users
- Collaborate with other teams to identify and drive initiatives to improve IT support
- Mentor new team members and ensure that quality of service is maintained during onboarding period

IT Assistant LUNAR Design, San Francisco CA, April '14 - March '15
- Manage internal network and data servers
- Image machines for end users
- Support design software and license servers
- Manage relationship with web hosting vendor and ensure that domains are renewed
- Assist with software for design prototypes as needed
- Build and maintain internal websites as needed

Partner Support Consultant ConnectWise, Tampa FL, December '12 – March '14
- Manage and work with high profile clients to troubleshoot various issues with hardware and software while maintaining a professional relationship
- Troubleshoot servers and SQL databases using tools like PerfMon and SQL Management Studio to review such issues as memory pressure, CPU usage, database maintenance plans, and dashboard traffic
- Troubleshoot workstations via remote session to document bugs, resolve configuration and settings issues, and provide assistance to clients.
- Provide support for an advanced ticketing system which encompasses all areas of business including service tickets, projects, time tracking, invoicing, expense tracking, product listing, client management, marketing, and metrics, as well as integration with Outlook, QuickBooks, LDAP, QuoteWerks and much more

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Education

School	Location	Major
Carmel High	Carmel, CA	General Education

- Basic education including math and computer skills

School	Location	Major
Monterey Peninsula College	Monterey, CA	University Studies AA

- Computer Programming in C and C++
- Math through Calculus II

School	Location	Major
Everest University	Brandon, FL	Computer Information Science BS

- Computer Programming in Java, SQL, Visual Basic, and Visual C++
- Computer Networking

- Systems Management and Systems Development
- Computer Hardware
- Windows Operating Systems
- Microsoft Office Software
- Database