ANDREW FERNANDES SBARBARO

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Career Skill Highlights

- **Technical Troubleshooting & MacOS Administration**: Primary escalation for critical issues across Windows and Mac environments; oversee Kandji for 500+ devices, achieving full automation.
- **Infrastructure & DevOps**: Implement CI/CD pipelines and manage AWS/GCP environments for scalability and efficiency.
- **AI & Automation**: Built an AI chatbot and self-service tools, boosting IT support efficiency for 2,000+ users.
- **IT Inventory Management**: Led Trelica integrations, enhancing asset management and workflow optimization.
- **Client Support & Team Leadership**: Delivered white-glove service to executives and traders; led cross-functional projects and mentored team members.

Relevant Work Experience

Senior Desktop Support Analyst, PEAK6 Capital Management   *07/2024 - present*
Hybrid - Downtown Chicago, Illinois

- Act as the primary Mac administrator, overseeing the entire Kandji environment, with responsibility for over 500+ devices.
- Achieved a major milestone by fully automating the management of Macs, significantly reducing manual intervention.
- Implemented CI/CD methodologies for system configurations, streamlining the deployment process across managed devices.
- Led the migration of the firm's entire device fleet from classic blueprints to assignment maps, greatly enhancing efficiency and precision in device management.
- Serve as the primary escalation point for root cause analysis across both Windows and Mac environments, ensuring swift and effective resolution of critical technical issues.
- Provide premium, white-glove service to C-Suite executives and critical support for traders, swiftly handling complex technical challenges.
- Lead integrations for the IT inventory management platform, Trelica, enhancing asset tracking and optimizing inventory workflows.

Software & DevOps Engineer, PEAK6 Labs & Applied Ai   *05/2022 - 07/2024*
Hybrid - Downtown Chicago, Illinois

- Part of a handpicked agile team reporting directly to the founders, tasked with developing innovative fintech and AI-driven solutions.
- Engineered state-of-the-art applications using a diverse tech stack, including Java, JavaScript, TypeScript, Python, Go, React, and Bash.
- Built and maintained an AI chatbot ("Coach Z & R2G2") for Slack, developing the backend and frontend architecture, admin portal, and user interfaces, which enhanced support accessibility for over 2,000 internal users.
- Developed a web GUI to facilitate self-service, store access, and support functions, streamlining interaction between users and IT resources.
- Created automated CI/CD pipelines with Terraform, Pulumi, and GitHub Actions, significantly enhancing deployment speed and reliability.
- Spearheaded the integration of large language models (OpenAI, Claude, Perplexity, Gemini) to drive AI innovation, improving internal efficiency and user experience.
- Built and maintained the infrastructure to support multiple active internal applications, managing AWS and GCP environments to ensure seamless operation across platforms like EC2, ECS, S3, Cloud Run, and Alloy DB.
- Proactively collaborated with software engineering teams to enhance testing protocols and improve overall productivity through automation and workflow improvements.

PEAK6 Services - Desktop Support Analyst
Onsite - Downtown Chicago, Illinois   *06/2021 - 05/2022*
Employed as a Contractor with TEKSystems 06/2021 - 08/2021

- Delivered support across a diverse portfolio, including Apex Fintech Solutions, Evil Geniuses, Poker Power, and others, ensuring tailored IT solutions and high-quality service.
- Played a pivotal role in refining IT processes for onboarding, offboarding, mergers, and acquisitions.
- Collaborated with Cloud and Systems teams to enhance and automate IT support processes, resulting in improved user satisfaction and operational efficiency.
- Created detailed documentation for IT procedures and user support, standardizing practices across multiple organizations.
- Administered daily system support for critical IT infrastructure and software including Duo, Okta SSO, Cisco AnyConnect, Netskope, Active Directory, Google Workspace, SCCM, Smart Deploy, Office 365, CUCM, Lansweeper, Zendesk, Jamf, Apple Business Manager, VMware, and Automox.

For the Badge - Founder, CEO   *09/2023 - present*
Remote

- For the Badge sees over 100k visitors and serves over 3 million badges per month to users in over 185 countries. We offer users fun, comedic badges and allow developers and super users to create and show off new badges across the internet.

Raspberry - Co-Founder, Community Manager   *06/2023 - 08/2024*
Remote

- Raspberry sees hundreds to thousands of players per day. It is a simple and fun way to collect and trade raspberries with others on the Steam marketplace.

Additional Work Experience

Geek Squad - Advanced Repair Agent   *09/2020 - 06/2021*
South Elgin, Illinois

Geek Squad - Consultation Agent   *3/2019 to 6/2019 - 11/2019 to 6/2020*
Bloomingdale, Illinois

Best Buy - Customer Service Specialist & Inventory Specialist   *8/2018 to 3/2019*
Bloomingdale, Illinois

Certifications

AWS Certified Cloud Practitioner   *Obtained 4/2023 - Exp. 4/2026*
Earners of this certification have a fundamental understanding of IT services and their uses in the AWS Cloud.

Apple Certified Technician   *Obtained 5/2019*
Certified to complete end-to-end repairs on all Apple iPhones.

Education

College of Dupage
General Education Diploma - *2018*
St.Charles North High School - Freshman/Sophomore - *2016 to 2018*