

## ANDREW FERNANDES SBARBARO

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View my website at [arfs.co](http://arfs.co)

### Career Skill Highlights

- Expert in my field with a sense of urgency
- Trusted advisor to the Technology Team with a passion for bringing innovative solutions to complex challenges
- Excellent critical thinking and problem-solving skills, with the ability to troubleshoot issues quickly
- Encourage and coach team members on their strengths to help better direct career progression

### Relevant Work Experience

#### **PEAK6 - DevOps Engineer**

05/2022 - present

*Downtown Chicago, Illinois*

- Placed in a handpicked team that reports directly to the founders of the company
- Developing and maintaining the Slack App "Coach Z," including the website, admin portal, backend architecture, infrastructure, the logo, graphic design, After Effects animations, UX/UI mockups, and marketing efforts
- Write code in Java for the backend and authored the admin portal in React
- Design user-facing documentation and handle onboarding for new clients
- Build and maintain infrastructure for 3+ active applications with a internal userbase of over 1k+ people
- Design, create, and maintain fully automated CI/CD pipelines for code deployment
- Actively manage, improve, and monitor cloud infrastructure on AWS, EC2, ECS, S3, and RDS, including backups, patches, and scaling using Terraform
- Maintain GCP projects housing service accounts and micro resources
- Directly work with our Software Engineers to create and automate the development process and improve workflow for more effective testing
- Manage GitHub repositories and permissions, including branching and tagging
- Identified and dealt with a significant process bottleneck that reduced the build time of our images by 80% when resolved
- Escalation point for technical questions the team has on a daily basis
- Engineer modern applications with Java, JavaScript, and PostgreSQL

#### **PEAK6 - Desktop Support Analyst**

06/2021 - 05/2022

*Downtown Chicago, Illinois*

*Employed as a Contractor with TEKSystems 06/2021 - 08/2021*

- Supported multiple organizations which include; PEAK6, Apex Fintech Solutions, Evil Geniuses, Poker Power, National Flood Services, Team Focus Insurance Group, We Insure and Zogo
- Provided and monitored white-glove service to all C-Suite executives across 8 organizations including the founders of the company
- Wrote and implemented procedures for mergers and acquisitions and how to support each user
- Onboarded and Offboarded users for all organizations we support
- Directly worked with the Cloud and Systems team to create and automate Support Services and improve help desk workflow to better assist end-users
- In collaboration with team members and leadership, implemented great support processes, procedures, and documentation
- Analyzed reports to improve and create procedures that improve the team's workflow
- Wrote clear, concise documentation for team members in wiki tools (Confluence and Zendesk)
- Evaluated and recommend new software platforms and services
- Escalation point for technical questions the team has on a daily basis
- Traveled around to each office to maintain end-to-end service (networking, desk moves, and new office build-outs)
- Assisted and troubleshoot Traders and other end-users with technical issues both hardware and software (PC and Mac) during and outside market hours in a fast pace environment with a 100% success rate while completing 60-75 tickets per week
- Managed and actively test management policies to our Mac Engineer across 3 different Jamf instances to ensure automation and security

- Created and managed a new imaging plan to deploy across the entire organization and automate the current process with the guidance and expertise of our Inventory Manager
- Managed and supported systems on a daily basis that are Duo, Okta SSO, Cisco Anyconnect, Netskope, Active Directory, Google Workspace, SCCM, Smart Deploy, Office 365, Green Screens, CUCM, Lansweeper, Zendesk, Jamf, Apple Business Manager, VMware, and Automox

### **Geek Squad - Advanced Repair Agent**

09/2020 - 06/2021

*South Elgin, Illinois*

- Implemented company policies, technical procedures, and standards for preserving the integrity and security of data, reports, and access of client devices
- Consistently met deadlines and requirements for all client/store work orders
- In charge of overseeing all repairs on client computers and devices
- Resolved virus and malware issues with a 100% success rate
- Restored data, operating systems, files, documents, and drivers
- Resolved hardware and software issues with printers, word processing, email, and operating systems
- Apple Certified Technician, tasked with repairing displays and batteries for Apple iPhone with same-day turnaround time for clients. Processed all other devices for send out to Apple direct service centers

### **Geek Squad - Consultation Agent**

3/2019 to 6/2019 - 11/2019 to 6/2020

*Bloomington, Illinois*

- Installed system software, including MAC and PC OS, anti-virus software, word processing, etc
- Set up equipment for all clients, including installing cables and hardware
- Worked closely with clients troubleshooting issues "over the counter"
- Provided over the phone tech support from internet issues to router and printer issues
- Gained relationships with clients in order to help them with a better understanding of technology

### **Best Buy - Customer Service Specialist & Inventory Specialist**

8/2018 to 3/2019

*Bloomington, Illinois*

- Ranked on the Monthly District Report for most credit card applications
- Awarded Department MVP in Customer Service
- Ranked on the Top Seller report for Total Tech Support
- Provided an elevated customer experience to generate a loyal clientele
- Built long-term customer relationships and advised customers on purchases
- Dealt directly with hundreds of daily support queries
- Provided a supportive role to customers

## **Additional Work Experience**

### **ARG Sales Representative Solutions, LLC - Information Technology Support**

8/2016 to 12/2019

*Saint Charles, 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. They demonstrated cloud fluency and foundational AWS knowledge. Badge owners are able to identify essential AWS services necessary to set up AWS-focused projects.*

### **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**