

# ANDY PIERSON

Web Developer

## IT manager looking to move into web development

First-rate [IT Manager](#) with [over 15](#) years of experience, moving into web development. Ambitious, and goal oriented web developer. Will leverage knowledge of technology and personnel skills to create better code, documentation, products and teams. Looking forward to changing gears, and enhancing coding skills, and the future team I become a part of.

### Contact

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### Coding

Javascript	●●●●○
Mocha	●●●●○
Chai	●●●●○
HTML	●●●●○
CSS	●●●●○
Node.js	●●●●○
Git	●●●●○

### Skills

Technical Documentation	●●●●●
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### Work History

2016-10 -  
Current

#### End User Support Manager

- VitalSource Technologies Inc., Boston, MA*
- Manage technology and resources for 6 locations and 450 users, spread across 4 time zones.
  - Spearheaded security initiative for Macs, to encrypt HDDs, install anti-virus, and DNS security using JAMF.
  - Built out new office in Boston, and new addition to Raleigh office, managing all technology facets of projects.
  - Instrumental in gathering knowledge and helping to integrate multiple companies VST purchased.
  - Moved VST to Zero-Touch enrollment environment for all computers.
  - Removed old domain and all technical debt of servers and apps associated with it.

2012-08 -  
2016-09

#### Help Desk Manager

- Boston Public Library, Boston, MA*
- Managed and supported 2000+ devices, across multiple domains, at 26 locations.
  - Managed multiple projects, including Windows 7 migration, Integrated Library System upgrade, public computer reservation system, and managed print upgrade.
  - Authored multiple Requests for Proposals for new managed print hardware and software, new help desk ticketing system, and patron self-service book scanning stations.
  - Planned, selected, and purchased all software and hardware for a \$90 million renovation.
  - Acted as IT director for extended periods, on multiple occasions.
  - Scheduled staff to ensure coverage on public facing technology desk.

#### Leadership & Supervision.

Project Management	●●●●●		<ul style="list-style-type: none"> <li>Hired, trained, and supervised team of 14 providing, remote, and desktop support to 450+ staff, and partner libraries.</li> <li>Facilitated weekly team meetings, individual mentorship, and quarterly goal alignment discussions.</li> <li>Communicated regularly with senior management to discuss wide range of topics including, personnel issues, initiatives and weekly goals.</li> <li>Fostered collaborative environment centered on peer to peer training, and self-education, using online resources.</li> <li>Presented new ideas for critical thinking to senior management, and how to use it to engage employees.</li> </ul>
Project Organization	●●●●●		
Team Management	●●●●●		
Process Improvement	●●●●○		
Web Development Projects	●●●●○		
Technical Analysis	●●●●●	2012-05 - 2012-08	<b>Technical Support Analyst</b> <i>Boston Public Library, Boston, MA</i> <ul style="list-style-type: none"> <li>Explain techniques, or new programs to less experienced co-workers.</li> <li>Assist users with any computer or application related issues.</li> <li>Computer deployments</li> <li>Work in conjunction with other departments in IT, and throughout BPL.</li> </ul>
Problem Solving	●●●●●		
Technical Support	●●●●●		
Software Best Practices	●●●●●	2011-05 - 2012-05	<b>Network Administrator</b> <i>Boston Help Desk, Boston, MA</i>
Making tacos	●○○○○		
Eating tacos	●●●●●	2009-08 - 2011-05	<b>Network Administrator</b> <i>New England Aquarium, Boston, MA</i>
		2006-01 - 2009-01	<b>System Administrator</b> <i>Hub Folding Box Company, Mansfield, MA</i>
		2004-02 - 2006-01	<b>Help Desk Technician</b> <i>Waters Corporation, Milford, MA</i>



## Education

2015-08 - Current	<b>Bachelor of Science: Artificial Intelligence And Robotics</b> <i>Southern New Hampshire University - Hooksett, NH</i> Robotics/ Artificial Intelligence
2009-02 - 2010-07	<b>Cisco CCNA: Networking</b> <i>Tri-County Regional Vocational Technical School - Franklin, MA</i>
2003-02 - 2003-05	<b>No Degree: Information technology,</b>

## Microcomputer Architecture

*Dean College - Franklin, MA*

2000-01 -  
2001-01

## No Degree: Computer Science

*Framingham State University - Framingham, MA*

2000-01

*Walpole High School*



### Interests

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Mountain biking

Weight lifting

Darts

Astronomy

Basketball

Video games

Music

Learning more programing languages



### Hobbies

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Theres a lot to list so I just pick one for now. MUSIC.  
Almost every genre has something I will listen to. My tastes vary from classic artists like Richie Valens, to underground hip hip, to hard rock, and my favorite, punk. Bad Religion is definitely my favorite band, and luckily I've been able to see them live quite a few times. Someday live music will return, and I will be there.



### Certifications

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CompTIA A+ Technician

ITIL Foundations v3

JAMF 100