

## **Andrue Netcher**

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**Target Role:** Director of Information Technology

### **Professional Summary**

PMP- and ITIL-certified IT leader with 15+ years directing enterprise-scale IT operations, infrastructure strategy, and service delivery across global, compliance-driven organizations. Proven ability to align IT initiatives with business goals, modernize infrastructure through cloud and automation, and lead high-performing cross-functional teams. Skilled in cybersecurity governance (SOC 2, NIST, HIPAA, CMMC), vendor management, and multimillion-dollar budgeting (\$8M–\$30M). Adept at implementing ITIL/ITSM practices, achieving 99.9% uptime, and driving measurable improvements in efficiency, compliance, and end-user experience.

### **Core Competencies**

- IT Operations Leadership | Enterprise Infrastructure & Cloud (AWS, Azure, GCP, M365, Intune)
- Cybersecurity & Risk Management (Zero Trust, SOC 2, NIST, HIPAA, CMMC, SOX)
- Service Delivery & ITIL Practices (Incident, Problem, Change, Release Management)
- Business Continuity & Disaster Recovery (BC/DR) | Compliance Readiness
- Vendor & SLA Management | Budgeting & Cost Optimization (\$8M–\$30M)
- Automation & AI for IT Operations | PowerShell, ServiceNow, Jira, Confluence
- Microsoft 365, Teams, Exchange, VMware, Windows Server, Endpoint Management
- Talent Development | Player-Coach Leadership | Global Team Management

### **Professional Experience**

**Warner Bros. Discovery (Turner Broadcasting)** – Atlanta, GA / Remote

#### **IT Engineering Manager | Feb 2018 – Apr 2024**

Directed global IT operations and infrastructure across 3 continents, including enterprise service desk, cloud platforms, and digital workplace systems. Balanced hands-on administration with strategic leadership to deliver secure, scalable IT services.

- Directed a \$30M Enterprise IT program that supports mission-critical systems and functions across global locations.
- Built and mentored a global team of 10–12 engineers; reduced overtime by 20% and improved incident response times by 20%.
- Implemented ITIL Problem & Change Management, cutting downtime by 25% and reducing incidents by 20%.
- Advanced zero-trust security model, strengthening IAM and access management across cloud and on-prem systems, reducing breach risk by 25%.

- Spearheaded automation and AI-driven forecasting, reducing manual workload by 30% and improving project predictability by 20%.
- Negotiated global vendor SLAs and contracts, reducing costs 15% while improving coverage and responsiveness.
- Directed business continuity/disaster recovery testing, sustaining 99.9% uptime for mission-critical systems.
- Served as Security Officer for incident response and compliance readiness (SOC 2, CMMC, HIPAA).

### **Technical Supervisor | Jul 2012 – Feb 2018**

- Enhanced technical standards and documentation, improving troubleshooting efficiency by 30%.
- Directed infrastructure upgrades supporting 24/7 operations with 99.9% uptime.

### **Production Engineer | Jul 2008 – Jul 2012**

Supported enterprise infrastructure and 24/7 mission-critical systems.

- Automated global data workflows, saving 20+ hours weekly.
- Authored knowledge base articles, reducing tickets by 10%.

### **CSC – Contractor to Centers for Disease Control (CDC) – Atlanta, GA**

#### **Senior Support Technician | Jan 2000 – Jul 2008**

Provided Tier 2/3 IT support and asset lifecycle management in federal research environments.

- Resolved 150+ weekly issues, improving uptime by 15%.
- Trained and mentored technicians, boosting team productivity by 30%.

### **Education & Certifications**

- **B.S. Information Technology** – University of Phoenix
- **Certifications:** PMP | ITIL Foundation | CompTIA Security+ | Network+ | A+ | CSIS | CIOS | ISC2 CC | Six Sigma White Belt | CMMC-RP

### **Technical Skills**

- **Cloud & Infrastructure:** AWS, Azure, Google Cloud, VMware vSphere, Veeam, Windows Server, macOS
- **Collaboration & ITSM Tools:** ServiceNow, Jira, Confluence, Microsoft 365, Intune, Entra ID, Teams, PowerShell
- **Networking & Security:** Cisco, Firewalls, VPN, Zero Trust, SOC 2, HIPAA, NIST, SOX Compliance
- **Governance & Risk:** ITIL Framework, Asset Lifecycle, Budget Management, Vendor/SLA Negotiation
- **Automation & Analytics:** AI/GenAI for IT Ops, Predictive Dashboards, Process Automation