Andrue Netcher

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Target Role: Director of Information Technology

Professional Summary

PMP- and ITIL-certified IT leader with 15+ years of experience directing enterprise-scale IT operations, infrastructure strategy, and service delivery. Proven record aligning IT with business objectives, modernizing hybrid cloud ecosystems, and leading global teams to 99.9% uptime. Skilled in cybersecurity governance (SOC 2, NIST, HIPAA, CMMC), vendor management, and budgets up to $30M. Adept at implementing ITIL/ITSM practices, automation, and risk management to drive efficiency, compliance, and resilience.

Core Competencies

IT Operations Leadership | Cloud & Infrastructure (AWS, Azure, GCP, M365) | Cybersecurity & Risk (Zero Trust, SOC 2, HIPAA, CMMC) | ITIL Service Delivery | Vendor & SLA Management | BC/DR | $8M–$30M Budget Oversight | Automation & AI for IT Ops | Global Team Leadership

Professional Experience

Warner Bros. Discovery (Turner Broadcasting) – Atlanta, GA / Remote
IT Engineering Manager | 2018 – 2024
Directed global IT operations and infrastructure across 3 continents, leading service desk, digital workplace, and mission-critical systems.

- Directed a $30M Enterprise IT system supporting core operations with 99.9% uptime.
- Built & mentored global team of 10–12 engineers; reduced overtime 20% and improved response times 20%.
- Advanced Zero Trust & compliance readiness (SOC 2, HIPAA, NIST, CMMC), cutting breach risk 25%.
- Negotiated vendor SLAs/contracts, reducing costs by 15% while improving service coverage.
- Spearheaded automation & AI forecasting, reducing manual workload 30% and boosting project predictability 20%.

Technical Supervisor | 2012 – 2018
Managed IT systems integration and enterprise support.

- Improved troubleshooting efficiency by 30% via documentation and workflows.
- Directed infrastructure upgrades supporting 24/7 operations with 99.9% uptime.

Earlier Roles: Production Engineer (2008–2012), CSC – Senior Support Technician, CDC Contractor (2000–2008).

Education & Certifications

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

Technical Skills

Cloud: AWS, Azure, GCP | ITSM: ServiceNow, Jira, Confluence | Infrastructure: VMware, Veeam, Windows Server, Intune | Security: Zero Trust, SOC 2, HIPAA, NIST | Automation: PowerShell, AI/GenAI Ops | Vendor & Budget Governance