

Andrue Netcher

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Target Role: IT Manager

Professional Summary

ITIL-certified IT Manager with 12+ years leading enterprise IT operations, infrastructure, and mission-critical systems across hybrid cloud and on-prem environments. CompTIA-certified in Security+, Network+, and A+, with expertise in cybersecurity, compliance, and risk management (CMMC, NIST, SOC2, HIPAA). Proven record improving uptime (99.9%), reducing incidents (25%), and optimizing costs (15%) through ITIL-based governance, vendor negotiations, and process improvements. Hands-on leader skilled in mentoring teams, disaster recovery planning, and delivering secure, reliable, and scalable IT services aligned with business goals.

Professional Experience

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

IT Engineering Manager | 2018 – 2024

- Directed enterprise IT infrastructure and operations supporting 1,000+ users and 300+ systems.
- Managed \$30M IT program and \$4M systems integration project, reducing downtime 25% and improving delivery timelines by 20%.
- Cut vendor costs 15% via SLA renegotiations and licensing optimization.
- Strengthened security posture, reducing breach risk by 25% with IAM, patching, and compliance monitoring.
- Mentored engineering teams, improving retention and reducing overtime by 20%.

Technical Supervisor | 2012 – 2018

- Supervised IT operations and system upgrades across multi-site environments.
- Standardized workflows and documentation, reducing operational errors by 25%.

Production Engineer | 2008 – 2012

- Supported enterprise infrastructure, achieving 99.9% uptime.

CSC – Senior Support Technician (CDC Contract) | 2000 – 2008

- Delivered IT support for CDC labs, managing 150+ weekly service/support tickets.

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