

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 mission-critical operations across multi-site environments supporting 1,000+ users and 300+ systems. Balanced executive-level strategy with hands-on technical leadership.

- Delivered >99.9% uptime through proactive monitoring, redundancy planning, and ITIL Problem Management.
- Managed \$30M enterprise 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.
- Directed cloud transitions (AWS, Azure, GCP) and hybrid infrastructure modernization, ensuring scalability and compliance.
- Oversaw identity management (Okta, Active Directory), onboarding/offboarding, and secure access controls.
- Implemented disaster recovery and business continuity strategies, safeguarding data integrity.
- Mentored and coached engineering teams, improving retention and reducing overtime by 20%.
- Delivered KPI and SLA reporting for executive stakeholders, ensuring transparency and alignment with business objectives.
- Evaluated emerging technologies (Zero Trust, AI/GenAI Ops, cloud-native tools) to align IT strategy with business goals and drive innovation.

Technical Supervisor | 2012 – 2018

Supervised IT operations, system upgrades, and end-user support across enterprise systems.

- Standardized IT workflows and documentation, reducing operational errors by 25%.
- Directed infrastructure upgrades and integrations, ensuring secure and reliable services across multiple facilities.
- Managed vendor relations and compliance activities, strengthening system reliability.
- Trained and mentored staff, enhancing performance and operational efficiency.

Production Engineer | 2008 – 2012

- Supported enterprise IT infrastructure, achieving 99.9% uptime through proactive maintenance.
- Automated workflows, improving efficiency by 30% and reducing manual workload.
- Enhanced support operations with technical documentation, improving user self-service and reducing tickets.

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

- Delivered IT infrastructure and end-user support for CDC research labs.
- Managed 150+ weekly cases while ensuring compliance with federal IT policies.
- Served as property custodian for sensitive IT assets, ensuring accountability and integrity.

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

Education & Certifications

B.S. in Information Technology – University of Phoenix

Certifications:

- ITIL Foundation
- PMP – Project Management Professional
- CompTIA: Security+, Network+, A+, CSIS, CIOS
- ISC2 Certified in Cybersecurity (CC)
- CMMC Registered Practitioner (CMMC-RP)
- Lean Six Sigma White Belt