Andrue Netcher

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Professional Summary

PMP- and ITIL-certified IT Project Manager with 12+ years leading enterprise IT and mission-critical systems initiatives across infrastructure, ERP/CRM platforms, and cloud environments. Experienced in Agile, Waterfall, and hybrid methodologies, with a proven record managing $30M+ programs and $8M annual budgets. Skilled at aligning IT strategy with business goals, reducing risks, strengthening compliance, and delivering measurable efficiency improvements. Adept at vendor/SLA negotiations, executive reporting, and leading global cross-functional teams in remote and hybrid environments.

Technical Skills

Project & Management: Project/Program Management (Agile, Waterfall, Hybrid) • Risk & Change Management (ITIL) • Budget & Financial Governance • Vendor & SLA Negotiations • ERP/CRM Systems • BCP/DR Planning
Tools & Platforms: MS Project • Jira • Smartsheet • ServiceNow • Confluence • VMware vSphere • AWS • Azure • GCP • Intune • Entra ID • PowerShell • Automic Job Scheduling

Professional Experience

Warner Bros. Discovery – Atlanta, GA / Remote
IT Engineering Manager | Feb 2018 – Apr 2024
Directed enterprise IT initiatives spanning infrastructure, digital workplace, and business systems, achieving 99.9% uptime and aligning IT with strategic business goals.

- Managed a **$30M Enterprise IT Program**, expanding system capacity and integrating with ERP/asset management workflows to improve governance and scalability.

- Delivered a **$4M systems integration project**, raising overall program value to **$34M** and enhancing enterprise workflows.

- Oversaw **$8M annual budget**, optimizing allocation and reducing support costs by 15% through vendor/SLA negotiations.

- Delivered multiple modernization projects (e.g., $1.5M SAN replacement, $300K NAS refresh) on time, within budget, and with improved performance.

- Implemented ITIL-based Problem/Change Management processes, cutting downtime 25% and incidents 20%.

- Developed automated dashboards in Jira, ServiceNow, and MS Project, improving forecasting and reporting accuracy by 20%.

- Directed infrastructure builds in renovated enterprise facilities, ensuring uninterrupted mission-critical operations.

- Partnered with DevOps to align deployments and software changes with rapid go-live triage, reducing operational risks.

Key Achievements:

- Achieved measurable improvements in project efficiency (+20%) and delay reduction (–25%) through proactive risk management and PMO reporting enhancements.

- Strengthened compliance by integrating ITIL, NIST, and CMMC standards into enterprise workflows.

Turner Broadcasting (Now WBD) – Atlanta, GA
Technical Supervisor | Jul 2012 – Feb 2018
Directed IT system integration projects supporting mission-critical operations.

- Managed teams supporting enterprise IT environments, achieving 99.9% uptime across critical systems.

- Improved workflows and reduced errors by 25% through optimized processes.

- Coordinated deployments of new applications and systems, ensuring smooth transition into production environments.

Turner Broadcasting – Atlanta, GA
Production Engineer | Jul 2008 – Jul 2012

- Automated workflows saving 20+ hours weekly and improving audit readiness.

- Supported enterprise modernization projects, boosting efficiency by 30% and reducing support tickets by 10%.

CSC – Contractor for CDC (Centers for Disease Control & Prevention) – Atlanta, GA
Senior Support Technician | Jan 2000 – Jul 2008
Supported IT infrastructure upgrades, migrations, and lifecycle management for federal systems under ITIL-based frameworks.

- Achieved 95% incident resolution within 24 hours while reducing downtime 40%.

- Coordinated deployments with Finance and Operations, improving delivery timelines by 25%.

- Served as property custodian, maintaining compliance with federal asset regulations.

Education & Certifications

Bachelor of Science in Information Technology – University of Phoenix Online

Certifications:

- PMP – Project Management Professional

- ITIL v3 Foundation

- CompTIA: Security+, Network+, A+, CSIS, CIOS

- ISC2 Certified in Cybersecurity (CC)

- CMMC Registered Practitioner (CMMC-RP)

- Six Sigma White Belt