Andrew W Surber

Utilizing technology to find solutions for the tasks and problems that come up daily.

Contacts

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[LinkedIn](https://www.linkedin.com/in/andrew-w-surber/) [https://www.linkedin.com/in/andrew-w-surber/]

[GitHub](https://github.com/awbored) [https://github.com/awbored]

Summary of Qualifications

- Immense experience across variety of server operating systems and technologies
- Continuous adaptive technical skill set
- Creative problem solver
- Why repeat tasks when we can automate

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Technical Skills

Platforms

- Windows
- Unix/Linux
- Mac OS X

Languages

- Powershell
- Python
- Bash
- HTML
- CSS
- YAML
- RST

Databases

- MS SQL server

Software

- Red Hat Ansible
- Red Hat Ansible Tower
- Splunk
- Citrix VMware
- Citrix vROPS
- SailPoint IdentityIQ
- CyberArk
- Microsoft Active Directory
- Microsoft O365

- Microsoft Outlook
- Microsoft SCOM
- TOMCAT

Concepts

- GitHub, Version Control
- OOD, Object Oriented Design
- RBAC, Role Based Access Control
- IAM, Identity Access Management
- PAM, Privileged Access Management
- Automation

Professional Experience

Sutter Health IS, Sacramento, CA
[https://www.sutterhealth.org/]

- **System Engineer 2, 07/28/2019-04/2/2021**
    - Engineering, implementation, operation, maintenance, and support of a wide range of server platforms including:
        - Microsoft SCOM - For Monitoring Microsoft systems
        - Splunk - Log ingestion & Searching
        - Red Hat Ansible - Automation
        - Infoblox - IP Control
        - VMware vROPs - vRealize Operations
    - Provided daily, weekly, and monthly systems capacity and performance review metrics for leadership
    - Deployed and retired Windows or RHEL virtual machines over VMware vSphere
    - Created timely event specific automation triggers in Splunk or SCOM for system monitoring and ticket generation
    - **Accomplishments:**
        - Managed Citrix vROPS (vRealize Operations Manager) Systemwide upgrade to 8.1.1 (10/2020)
        - Managed documentation and user access control to Red Hat Ansible Tower (2/2021)

- **Security Analyst 3, 04/08/2018-07/28/2019**
    - Managed Identity Access Management through SailPoint IdentityIQ
    - Managed Privileged Access Management and password rotation through CyberArk software
    - Provided data security support and guidance to Sutter Health regions and affiliates

- Represented the Data Security Office on project teams and other IS initiatives and works with other IS operations support departments to identify and recommend solutions on security-related issues
- Provided hands-on security administration of a broad range of security duties
- Provided oversight of design, engineering, analysis, research, testing and monitoring
- Provided regular reporting of security related issues, mostly auditing users with Privileged Access
- **Accomplishments:**
  - Implemented a Server Security Design Standard to ensure server builds met Privileged Access standards
  - Provided security insight and created processes for employee onboarding and off boarding
  - Lead team and built processes for Server access cleanup project to remove access from servers where privileged access was granted in error

- **Account Administrator 2, 10/13/2014-04/08/2018**
  - Assisted in technical analysis, design, support, and implementation of the day to day account administration requests regarding various types of access and application usage
  - Provisioned access for Active Directory, AIX, AS400, UNIX, Linux, Remote Access and related systems
  - Assisted in the implementation and support of technical solutions
  - Worked with regional and project team members to define business and user requirements
  - Removed access from terminated employees
  - Upheld security policies regarding access related to job roles of employees
  - Upheld security policies regarding Active Directory access
  - Provisioned and maintained RightFax systems, a service for converting faxes to digital formats
  - RightFax server maintenance and support

- Generated Reports regarding Active Directory access, network shares
- Created and maintained documentation for department processes
- Developed work process for new team innovations
- **Accomplishments:**
  - Was a key role in updating employee onboarding and off boarding processes (2/2017)
  - Redefined and tuned onboarding process for region specific employees
  - Maintained and updated documentation for team processes and applications
  - Designed and updated RightFax processes for system-wide implementation

- **Service Desk Representative, 10/21/2013-10/11/2014**
  - Provided technical support to over 60,000 employees including Doctors, Sutter Health employees, and external vendors through voice and written communications
  - Supported Medical systems built on AS/400 platforms
  - Handled ticket routing through Remedy software
  - Rebuild and correct issues with Outlook profiles including group mailboxes and archive files
  - Provided hardware support to HP and Ricoh printers and Fujitsu scanners
  - Exceptional customer service skills working in a face paced environment

ECMC (formerly EdFund Guarantee), Rancho Cordova, CA [https://www.ecmc.org/]

- **Help Desk Support, 06/2005-01/2013**
  - Provided technical support to employees, lenders, schools and students through voice and written communications
  - Added, removed and maintained users on Active Directory and Linux

- Basic updates to Microsoft Exchange email accounts
- Addressed technical issues from disgruntled users
- Reset access passwords for network systems, upholding security policies
- Troubleshot technical issues determining causes of hardware and software issues
- Configured software remotely
- Created procedures detailing how to resolve issues with clear steps
- Created macros to handle tedious tasks

Personal Projects and Client Work

[Personal Home Page](https://andrewway.net/) [https://andrewway.net/]

- Personal blog will detail ongoing events and projects

[Norcal Noise Fest](https://www.youtube.com/norcalnoisefest)

[https://www.youtube.com/norcalnoisefest]

- Primary Sound Engineer for In-Person events
  - Sound Board
  - Stage Management
  - Sound Design
  - Speaker Configuration
  - Professional experience working with multiple musicians and performers to deliver amazing audio and performances for the audience
- Technical Wizard For Virtual Events
  - Event streaming over YouTube
  - Video editing
  - Automation scripting for video organizing
  - Video curation
  - Playlist generating
  - Graphic Design
  - Capturing video and audio from multiple artists and performers from over the world for live stream during events
  - Experience with multiple streaming software, OBS
  - Experience with VoiP solutions, ZOOM, Discord

[Musiclandria](https://www.musiclandria.com/) [https://www.musiclandria.com/]

- Volunteer for Virtual Events
  - Event streaming over YouTube and Facebook

- Experience with multiple streaming software, OBS and Wirecast
  - Sound recording
  - Sound design

[Berkeley Finnish Hall](https://www.youtube.com/channel/UCdl8zZP472lo4tKM4P6dmeQ)

[https://www.youtube.com/channel/UCdl8zZP472lo4tKM4P6dmeQ]

- Technical Lead For Virtual Events
  - Event streaming over YouTube
  - Experience with multiple streaming software, OBS
  - Sound recording
  - Sound design

Education & Certification

- Automation with Ansible and Ansible Tower (DO410)
  - Red Hat Training and Certification 2019
- Splunk 7.x Fundamentals Part 1 (eLearning)
  - Splunk eLearning 2019
- IdentityIQ Implementation: Essentials v7.2
  - SailPoint Technologies 2019
- Microsoft Certified Technology Specialist (MCTS)
  - 70-680 Windows 7 Configuration
  - Tech Skills of California 2011
- ITIL V3 Foundation Course
  - ITIL Training Zone 2011

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