

# Andrew M. White

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## WORK EXPERIENCE

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### **Federal Aviation Administration /Chickasaw Nation Industries – Miami, Florida** 2016 – Present

#### Tier II Technician

- Escalated remote support for the Southern-Eastern region of the United States as well as on-site support for 16 local facilities.
- Troubleshoot and resolve Windows 7 & 10 operating systems, MS Office applications, Lotus Notes & McAfee security suite-specific incidents using DameWare.
- Active Directory administration of users and computers (e.g. user privilege configuration, computer accounts, and software installation via security groups).
- Install and configure McAfee Endpoint and Drive Encryption for laptops and administer Personal Identity Verification (PIV)-based user logon and computer accounts.
- Maintain protection and security of security-sensitive data on laptops through use of McAfee VirusScan.
- Coordinate critical laptop, desktop and printer hardware repairs with third-party vendors (e.g. Dell, HP, Fujitsu, Lexmark).
- Configure and support VMware virtual machines for legacy FAA applications.

### **Layer Solutions – New York, NY, 2013 – 2016**

#### *I.T. Project Consultant*

- Customer relationship management role on-site with high profile blue chip clients complying with SLA objectives
- Deployed and set up new hire equipment, inventory and backup user terminations
- Created user accounts, setting security groups and distribution lists
- PC and Mac hardware and software installations
- Mobile Blackberry, Android, iPhone and IPAD setups
- Received and managed over 300+ emails a day concerning current issues and status updates
- Provided operational support to the senior network administrator and systems analyst as required

**Bloomberg L.P. - New York, NY, 2006 – 2013**

*Technical Support Analyst – Team Lead*

- Accountable for supporting a majority of all of Bloomberg's Real-time data services, Financial data and News feeds from Domestic and International Markets into our networking operations environment
- Provided technical direction for the development, design, and systems integration for client engagement from definition phase through implementation
- Resolved client hardware, software and connection issues as well as login and biometric authentication
- Tested TCP/UDP connectivity issues with clients router, hubs, switches, and proxy servers identifying major system problems with T1, DS3, and Internet connections as well as failover testing and power downs
- Dispatched field engineers to client site, scheduled replacement of equipment via SAP database. (flat panels, keyboards, routers)
- Technical liaison between Bloomberg and Major client accounts.
- Spearheaded a group of 10 for various projects on upgrade enhancements for clients
- Maintained staff by recruiting, selecting, orienting, and training employees and developing personal growth opportunities

**Allianz Global Investors/PIMCO Advisors – New York, NY, 2003 – 2006**

*PC/LAN Support Technician*

- Administered DMZ connections for clients
- Created and deploy various workstation build for various departments
- Configured workstations for the network and maintained network connections
- Handled Helpdesk phone responsibilities
- Troubleshoot PC errors and network problems
- Installed hardware and software, Upgraded O.S. and hardware for workstations
- Supported over 300 on-site financial personnel

**EDUCATION**

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Queens Borough C.C. (2015) - A.A. in Computer Information System/Computer Programming

**SKILLS SETS**

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Microsoft Office, XP, Vista ,Windows (7,8,10), Mac OS, Word, Excel, PowerPoint, Outlook, Lotus Notes, various Bloomberg specific systems and applications, Genesys Soft Phone, Secure Comnet, SAP, DNS, DHCP, FTP, Telnet, Ping, Active Directory, and TCP/IP