

Andrew Kuban

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PROFESSIONAL SUMMARY

Goal-oriented professional with expertise in Server Administration, Cybersecurity, and Hardware/Software Troubleshooting. Motivated self-starter, excelling under pressure to achieve demanding targets. Recognized for providing exceptional customer service consistently. Committed to a strong work ethic, dedicated to company success. Proficient in working independently or collaboratively, encouraging positive teamwork and responsible conflict resolution. Proven ability to meet or exceed goals while ensuring strict policy and procedure compliance. Diversified IT experience across various industries: Bars, Restaurants, Customer Service, Call Centers, Manufacturing, Warehousing, and Corporate Office environments.

CORE COMPETENCIES – SKILLS – QUALIFICATIONS

Cloud Services (Azure, AWS) | On Premise Infrastructure | Remote, Hybrid Support | Active Directory Group Policy | Threat Hunting, Mitigation (CrowdStrike) | Crisis Management, Response | Disaster Recovery ITIL | NIST | Forensics | Strategic Planning | Client Customer Confidentiality | Telecommunications Exchange | VoIP | Cisco | Project Coordination (Planner, Project, Todo) | Operations | Quick Learner Upgrades, Patching (InTune) | Flexible, Adaptable | Reliable, Excellent Attendance | Training, Teaching Inventory, Asset Management | Scripting, Automation (Python, Powershell) | Help Desk (Service Desk, Jira) Technical Writing (Confluence, Sharepoint) | Artificial Intelligence | Soft & Hardware Deployments Preventative Maintenance | Shipping (FedEx, UPS) | Engineering | Digital, Analog Phones | Printers Barcode Scanners | PCB Solder, Automatic Optical Inspection, X-Ray, Wave (Viscom, SMT, Labview) Voice Recognition (Dragon, ViaVoice) | Linux | iOS | Windows Server (2008 – 2021), OS 3.1 to 11 Microsoft Office (Legacy – 365) | WebDev (HTML, JS, CSS)

PROFESSIONAL EXPERIENCE

System Administrator | Ultratec Engineering – Madison, WI 7/2015 – 1/2024

- Maintained technology for wide range of businesses under Ultratec umbrella
- Assisted Ransomware attack response and recovery
- Organized, planned and executed projects, preventative maintenance and daily tasks

1st – 3rd Tier & Lead Tech | CapTel – Madison, WI 6/2007 – 7/2015

- On call emergency support 24/7 365
- Designed and wrote entire documentation suite and templates from scratch
- Identified process improvements, created successful solutions

Head/Part-time Maintenance | Shorewood House/MESLS –Madison, WI 6/2003 – 1/2016

- Entering occupied apartments for repairs, prepping unoccupied apartments
- Plow truck and Bob cat and other machinery for snow removal
- IT and network support for tenants and school

EDUCATION – TRAINING - CERTIFICATIONS

CompTIA A+ & Net+ Certified

Microsoft Certified Professional