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EDUCATION

EAST CAROLINA UNIVERSITY

Bachelor of Science,
Industrial Technology

LINNAEUS UNIVERSITY / LINNÉUNIVERSITETET

Study Abroad, Swedish
Culture & Networking Security

LANGUAGES

ENGLISH

NORWEGIAN

SWEDISH

Andrew Doering

PROFESSIONAL GOALS

Produce creative solutions by being curious about each component of the problem, which then allows to create a long-term solution. To increase personal knowledge by being exposed to a variety of innovative technologies, new experiences, and diverse locations.

EXPERIENCE

THOUSANDEYES

JANUARY 2019 - PRESENT

Senior IT Engineer

RESPONSIBILITIES:

Lead for Cisco Acquisition in IT & Business-Related Services, for discovery and post-close. Team Lead for IT Engineering, and Tier 3 Escalation Support to IT Support team.

ACHIEVEMENTS:

- Spearheaded large scale Workspace One (MDM) deployment to all macOS and Windows machines with the use of open source tools to scale to 400+ employees.
- Developed a zero-touch deployment solution for macOS using various open source tools, decreasing provisioning time from 200 minutes to 20 minutes (90% improvement).
- Created internal migration plan from manual HR & employee creation workflows to automated workflows through BambooHR and Okta, reducing input error in user creation. ([Blog post](#))
- Deployed FedRAMP backend components of our software platform, created FedRAMP (strict) policies to support internal improvement plan over the next year. ([Company Announcement](#))
- Created and executed migration plan to deprecate on-premise Active Directory in favor of cloud based IAM solutions through Okta, and AzureAD interop for Windows clients. ([Blog post](#))
- Spearheaded transition from WebEx to Zoom globally, including global deployment of Zoom Rooms in each location, creating a 75% improvement in satisfaction across the company.

CONTINUED...

KEY SKILLS

Azure AD

Amazon Web Services

Atlassian

Chocolatey

CCNA/CCNP

Docker

Google Cloud Platform

G Suite

Github

Jenkins

Meraki

Munki

Okta

Python

Virtualization (esxi, xen)

EXPERIENCE

THOUSANDEYES

JANUARY 2016 - DECEMBER 2018

IT Support Engineer II

RESPONSIBILITIES:

Bootstrap IT functions in the company with ~75 people in the company. Create foundational policies (based around ITIL) for the help desk function and roles, including SLA, reporting data, priority definitions, on-call system.

ACHIEVEMENTS:

- Developed solutions for full disk encryption (FDE) & key escrow solution, migration from HipChat to Slack, Single Sign-On (SSO) projects, Munki EUC deployment, and open source asset management database (SnipeIT) deployed into Google Cloud Platform.
- Administration of Atlassian, Active Directory, G Suite, Github, Okta, WebEx, and others.
- Deployed three new office locations (Austin, London, San Francisco) consisting of AV equipment, networking equipment, VoIP equipment in short time frames. ([Example Deployment](#))
- Created and deployed Local Administrator Password Solution for macOS. ([Source Code](#)).
- Vendor Management, including local and international vendors (US, Great Britain, Ireland, Australia, Japan, Singapore, Germany), and asset automation. ([Source Code](#)).
- Travel to offices as needed/when required to support local conferences, on-site break/fix issues, and employee base.

LORD CORPORATION

JUNE 2011 - AUGUST 2012

Information Systems Intern

RESPONSIBILITIES:

Worked in an International Traffic in Arms Regulation (ITAR) & Information Technology Infrastructure Library (ITIL) environment. Handle Tier 1 & 2 support incidents, resolving forty incidents on a weekly basis for 3000+ employees in remote and on-site across four office locations domestically, and provide minor assistance to international office locations. Handle provisioning of laptops, phones, AV systems. Write documentation in SharePoint pertaining to improvements and break fix.

REFERENCES AVAILABLE BY REQUEST