Andrew Ngo

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WORK EXPERIENCE

NetApp – Contracted by Ennovar WSU   **Mar. 2025 – Present**
Student QA Analyst   *Wichita, KS*

- Perform qualification tests on storage media and NetApp's ONTAP software, ensuring product reliability and performance to support successful rollout of enterprise storage solutions.

- Diagnose and troubleshoot failures in UNIX environments, revising test scripts and collaborating with global teams to accelerate validation processes and streamline QA.

- Improved debugging efficiency by revising Python drive test scripts, making test logs more user-friendly and reducing time required for test analysis.

- Developed performance data visualizations using Pandas and Matplotlib, enabling clearer benchmarking insights for storage device qualification.

Spirit Aerosystems – Contracted by Ennovar WSU   **Nov. 2024 – Mar. 2025**
IT Support   *Wichita, KS*

- Configured and replaced over 1,000+ Cisco phones to modernize and improve security across Spirit's campus.

- Coordinated the change in MAC addresses with communications partner.

- Communicated and planned with the team in order to properly configure and replace executive and defense phones.

PROJECTS

Home Lab
Configured a high-speed network for local cloud storage, set up a VPN for secure remote access, and implemented mirrored storage with automated S.M.A.R.T. tests. Hosted a media server for 7+ users with port forwarding and tunneling, and also hosted a personal website — drewngo.com, with all due respect to network security. All utilizing Docker containers.

Ollama Home Assistant
Developed a custom AI home assistant on Raspberry Pi with a GPIO button interface. Integrated Meta LLaMA 3.1 via Ollama for offline AI responses and built a Python app using Flask to manage audio recording, transcription, and AI communication via OpenAI Whisper.

EDUCATION

Wichita State University   **Expected May 2028**
B.S in Computer Engineering, Minor in Computer Science and Cybersecurity   *Wichita, KS*

TECHNICAL SKILLS

Networking & Systems: Enterprise Systems, Storage Systems, RAID, Computer Networks, Virtualization, Windows, Linux (Ubuntu, RedHat), Computer Assembly, Serial Connections, SSH, Docker Containerization
Hardware: Hardware Debugging (HBAs, Switches, Port Cabling), Storage Protocols (Infiniband, SAS, NVME), Raspberry Pi, Performance and Stress Testing, Failure Analysis
Programming & Scripting: Python (Pandas, Matplotlib), C++, C#, Bash