

ANDREW PORTER

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Summary

Senior Systems Engineer with 10+ years of experience in Technical Support and Infrastructure Management. Expertise in SaaS, cybersecurity, and network security testing, driving customer satisfaction and team performance through innovative solutions. Adept at managing complex projects and fostering a collaborative environment for continuous improvement.

Experience

Service Delivery Manager

JANO Technologies (JANO Justice Systems)

- Lead Helpdesk team, ensuring top customer experience and meeting key KPIs.
- Provide level 3 desktop support, contributing to client success through solution architecture.
- Support internal teams and clients with cybersecurity practices and SMART goal planning.
- Manage multiple projects including 2FA/MFA, firewalls, and server implementations.
- Streamlined client onboarding, significantly boosting team efficiency.
- Fostered a teamwork environment to elevate project success and employee satisfaction.
- Pioneered a client feedback system that informs continuous improvement.

Senior M365 Ambassador

Mural Corporation

- Provided global level 2 support for Microsoft 365 business customers, resolving complex issues promptly.
- Handled all M365 product aspects including licensing, Exchange, Hybrid setups, Active Directory, and security.
- Maintained backlog scrubs, ensuring client contact and adherence to procedures through CRM.
- Developed custom PowerShell scripts, enhancing efficiency and compliance.
- Ensured adherence to CRM procedures, improving client follow-up accuracy.
- Guided 20+ technicians in resolving complex M365 issues, elevating team performance.
- Mentored junior techs, enhancing team capabilities and service quality.

Information Technology Analyst

The Vitamin Shoppe

- Configured, tested, and deployed warehouse technology, ensuring 95% customer satisfaction.
- Set up workstations, configured hardware/software, enhancing employee productivity.
- Assisted in software error resolution and deployment, contributing to smoother releases.
- Administered Active Directory and network equipment, maintaining operational efficiency.
- Troubleshooted Manhattan WMOS issues, improving warehouse management system reliability.
- Pioneered the integration of advanced scanning technologies, elevating warehouse operational efficiency.



Information Technology Supervisor

Tuesday Morning

- Configured and supported warehouse technology, enhancing operational efficiency and reducing downtime.
- Managed and troubleshooted Windows servers and network equipment, ensuring seamless connectivity.
- Handled Active Directory management, optimizing user access and security protocols.
- Developed SQL queries and updates for Oracle and Azure databases, improving data accuracy and retrieval.
- Resolved Warehouse Management System issues, maintaining smooth order processing and inventory control.
- Provided essential IT support, ensuring operational continuity and efficiency.

Licenses & Certifications

Comptia Security+ CE – issued Jun 2024

Fortinet Network Security Expert Level 3: Certified Associate - Fortinet Issued Nov 2022 - Expires Nov 2024
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Microsoft Certified: Power Platform Fundamentals - Microsoft 17D80628482CAD9A

Microsoft Certified: Azure Fundamentals - Microsoft 428CFAB6865F44D0