

Andrew Doering

“Curiosity defines the solution”

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Goal: 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.

Employment

2019/01 - Present

Senior IT Engineer

ThousandEyes, Inc

About this role

Continued with responsibilities illustrated from IT Support Engineer II (below), while providing mentoring, training, and becoming an escalation point for 3rd tier support. Responsibilities shift to global architectural changes, system engineering, continuous improvement and integration of services, and programming/scripting.

Responsibilities

- Architectural design for projects that will be deployed globally
- Championed transition from WebEx to Zoom globally, including global roll out of Zoom Rooms in each office location, resulting in 100% increase in video conferencing usage in rooms
- Championed large scale Airwatch (MDM) deployment to all macOS machines with the use of open source tools (umad) to compliment the deficiencies in deployment solutions
- Championed a zero-touch deployment for macOS using various tools (installapplications, DEP Notify) allowing direct delivery of devices, 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.
- Deployed FedRAMP compatible components as part of the backend of our software platform, created FedRAMP (strict) policies to support internal improvement plan of the next year
- Created internal continuous integration plan with AutoPkg(r), Munki, and GitHub (actively working on)
- Created migration plan from on premise Active Directory to Azure Active Directory and Windows based zero-touch deployment system (actively working on)
- Created basic project plan for device trust system with Airwatch and Okta integration (proposal)

2016/01 - 2019/01

IT Support Engineer II

ThousandEyes, Inc

About this role

I was hired during the early stages of the company, I was initially responsible for running both first-line support, as I was the only IT employee in the company during this time, to managing companywide changes and impacts. I work transparently to and for all employees and am incredibly thorough when documenting changes and designing architectural changes. Worked independently without management supervision.

Responsibilities

- Boot strapped IT and Help function within the company with a headcount of 50 to the current headcount of ~350

- Create foundational policies (based around ITIL) for the helpdesk function and roles, including SLA, reporting data, priority definitions, on-call system
- Setup initial procedures and continuously improved machine deployments, asset management,
- Championed full disk encryption (FDE) & key escrow solution, companywide migration to Slack, various Single Sign-On (SSO) projects, and global Munki deployment, open source asset management database (snipeIT) deployed into Google Cloud Platform
- Responsible for video conferencing systems, AV, company presentation management
- Administration of Atlassian (Jira, Confluence, Jira Service Desk), Active Directory, G Suite, and Okta
- Deployed three new office locations (Austin, London, San Francisco) consisting of Audio and Video equipment, networking equipment, VoIP equipment in constricted/limited time
- Created and deployed Local Administrator Password Solution for macOS using closed source python script (available if requested)
- Vendor Management, including local and international vendors (US, Great Britain, Ireland, Australia, Japan, Singapore, Germany)
- Travel to offices as needed/when required to aid with local conferences, and on-site break/fix issues.

2011/06 - 2012/08**Information Systems Intern****Lord Corporation**About this role

Worked at the Cary, North Carolina headquarters location that consisted of 2 campuses with 5 buildings, with limited management supervision. The main goal was to learn the routine of the business.

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 documentation

Volunteer**2019/05 - Present****Web Tech****Young Scandinavian Club**

- Help manage a wordpress website with various ecommerce components that handles roughly 23,000 USD in sales a year with roughly 4000 members.

2013/08 - 2015/08**Transfer Program Speaker****East Carolina University**

- Presented to potential students and parents of the university from groups of 10 to 100
- Described transfer programs in-depth, adjusting as a non-traditional student and activities to get involved with at the university for inbound students

2010/01 - 2014/01**Game Server Administrator****Overclock.net**

- Managed several game servers for the Battlefield video game series
- Managed a team of ten game server moderators
- Remotely configured and applied updates, and installed software so that other game moderators could remotely manage the game servers without actively playing the game

Education

2013/08 - 2015/08	Bachelor of Science Industrial Technology	East Carolina University Greenville, North Carolina, USA
2014/08 - 2015/06	Study Abroad	Linnéuniversitetet Växjö, Småland, Sweden

Languages

English – Native/Fluent

Swedish/Svenska – CEFR A2 / B1

Tools & Skills

Client Platform:	SaaS:	Infrastructure Management:
AutoPkg(r)	Atlassian Suite	AWS
Bash	Asana	Azure
Chocolatey	Azure AD	DHCP / isc-dhcp
macOS	G Suite	DNS / bind9
macOS packaging	Github	Docker
Munki	Okta	GCP
Powershell	Meraki	Jenkins
Python	Office Suite / O365	Networking (CCNA/CCNP)
Server 2019	RingCentral	Palo Alto Network
Windows 10	Slack	PostgreSQL
	Workspace One (Airwatch)	Puppet
Other:	Zoom	Ubiquiti Networks
Custom SAML Deployments		Virtualization (ESXi, Xen)
git		
Technical Writing		

References available upon request