ANDREW BOUTELL

IT ADMINISTATOR

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ABOUT ME

Aim to provide an employer with the highest quality of technical expertise that utilizes both my professional and academic skills. Worked as a systems administrator, then development operations and recently support, I have worked in almost all areas of the IT market.

EDUCATION

Devry University
Associates of Electronics
2001 - 2003

Devry University
Bachelors of Technical Mngmt
2003 - 2005

Liberty Theological Seminary
Masters of Arts in Religion
Emphasis in Leadership
2010 - 2013

SKILLS

Windows/Linux/Mac	HTML/CSS/PHP
Batch Scripting	Wordpress
Sterling Integrator	Ubiquiti Networking
Project Management	Deskside Support
Docker	

EXPERIENCE

Grace Powell Church | Powell, Ohio

IT Director | June 2023 - Present
- Manage all IT operations
- Monitor the entire system network, servers, and all devices)
- Support iPads and Children's Checkin system on Sunday Mornings
- Oversee IT Growth for new children's wing expansion
- Researched and installed new Ubiquiti network.

IBM | Columbus, Ohio

Solution Support Specialist | June 2022 - October 2023
- Provide highest level of technical support to resolve cases for customers and other support members.
- Professionalism and excellent communication skills are required
- Problem solving as the daily tasks are always changing.
- Update case load to a 30 day minimum and closeout all cases successfully within 14 days.

Technical Support Professional | August 2021 - June 2022
- Front-line support for IBM Software customers
- Maintain highest level of expertise to resolve customer issues quickly and efficently
- Coordinate case escalation with Support Solution Specialist as needed.

CERTIFICATION

Data Science Foundations
IBM | October 2021

Introduction to Cloud
IBM | October 2021

Docker Essentials
IBM | May 2021

IBM Agile Explorer
IBM | June 2019

IBM Blockchiain Essentials
IBM | June 2018

REFERENCES

Charles Batka
+1 610 652 5104

Laurie Soller
+1 740 624 2946

Andy Silver
+1 614 949 1952

JoeGonzales - IBM Manager
+1 248 861-3546

EXPERIENCE (CONTINUED)

IBM | Columbus, Ohio

Development Operations Support | October 2013 - August 2021

- Work completely remote through the COVID-19 Pandemic
- Support IBM B2Bi Sterling Integrator, Mainframe, and Other Sterling applications.
- Become a SME in new applications for the department.
- Organize and maintain an environment list for over 26 different applications
- Prepare daily/weekly/monthly reports for understanding the flow of data through the system.
- Assist in a 24/7/365 monthly on-call rotation
- Aide in the development of new projects like Instana, Zabbix, and PagerDuty
- Remotely work on Windows and Linux servers daily to ensure stability across applications

Mutual Distributing | Raleigh, North Carolina

Network Administrator | January 2013 - October2013

- Assisted in implementing and maintaining a Voice Pick and Quality Control system in the main Raleigh warehouse.
- Assist in all IT operations on a day to day basis
- Monitor the entire system network (phones, servers, and all devices)
- Remotely manage all the servers in our other branches throughout the state of North Carolina.
- Assist in implementation of new devices to users and clients of organization
- Setup and maintain users in enterprise level Active Directory and enterprise level Exchange Server
- Offer desk side support directly to users

Hewlett Packard | Columbia, South Carolina

Systems Administrator | June 2008 - December 2012

- Assist in implementing and upgrading the DSS/Family Court System for the State of SC
- Assist in all IT operations on a day to day basis
- Monitor the entire system network (phones, servers, and all devices)
- Create\Manage Software Releases with the use of AutoIT
- Oversee Fire Alarm and Building Safety Operations
- Remotely manage off-site enterprise level servers in Dublin, Ohio
    - Servers run enterprise level Windows Server 2003 and Windows Server 2008
- Administrator over enterprise level Share Point server
- Experience with enterprise level VMWARE Infrastructure Client and ESX
- Assist in implementation of new devices to users and clients of organization
- Setup and maintain users in enterprise level Active Directory and enterprise level Exchange Server
- Offer desk side support directly to users
- Auditor of all job tasks from the team to ensure that everyone is staying on task weekly
- Develop and maintain an inventory system
    - Developed system within MySQL, HTML, CSS, JavaScript, and PHP
    - System is designed to monitor and maintain and accurate inventory for DSS
    - All MySQL, PHP, CSS and JavaScript was self-taught

Automation Control Technology | Dublin, Ohio

IT Administrator | December 2007 - June 2008

- Manage all IT operations
- Monitor the entire system network (phones, servers, and all devices)
- Create\Manage Software Releases
- Oversee Fire Alarm and Building Safety Operations