ANDREA CAMPBELL

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# PROFILE

A skilled IT professional with seven years of experience specializing in infrastructure architecture, networking, cloud, and DevOps. A proven track record of integrating IT systems and working with IT vendors. Adept at collaborating cross-functionally with remote teams.

# PROFESSIONAL EXPERIENCE

## IT Manager, Starlight Industries, Boston, MA October 2019 – present

* Implemented network security strategy for hardware, network, and data
* Increased revenue growth year over year by 42% by renegotiating with technology vendors
* Spearheaded the standardization of IT procedures company-wide

## Assistant IT Manager, Tech Alliance, Cambridge, MA June 2016 – August 2019

* Created support documentation for users that reduced support team tickets by 33%
* Supported 75 users on desktops, laptops, and mobile devices
* Increased operational eﬃciency by creating an internal system for employee calendars and time tracking

# EDUCATION

## Bachelor of Science (B.S.) Computer Science

2012 – 2016

Boston College, Boston, MA

# KEY SKILLS

* + Disaster recovery
  + Firewalls
  + IT compliance
  + Javascript
  + SQL

# CERTIFICATIONS

## Professional Awards

* CompTIA Security+, 2019
* Google IT Support Professional Certiﬁcate, 2017