

Andy York

System Administrator

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Led multi-site IT infrastructure management and cloud migrations that boosted system uptime to 99.999% and cut support tickets by 40%, while reducing costs by \$45,000 annually through application consolidation. Expert in securing Mac-first environments with major MDM providers, implementing automated workflows that increased data accuracy to 99.8%, and enforcing IT policies aligned with company standards and industry best practices. Skilled at cross-functional collaboration to optimize IT operations for fast-growing, distributed teams.

Professional Experience

IT Manager / Senior System Administrator · Cetis · Colorado Springs, CO, USA

Jan '08 - Present

- Successfully configured and maintained the company's Azure presence, resulting in a 20% increase in system uptime and a 40% reduction in support tickets related to Azure services.
- Maintain multi-site Active Directory domain for 100+ users and computers, managing user/group provisioning, GPO creation, and password resets.
- Manage IT Infrastructure for entire company (Multi National, Multi Site) with the assistance of 2 directly reporting employees
- Conducted comprehensive vendor assessments and pilot deployments, boosting server uptime and strengthening system stability.
- Consolidated three legacy in-house applications into a unified PHP/FileMaker platform, cutting annual maintenance costs by \$45,000.
- Engineered a customer notification application processing 5,000+ shipped orders per month by auto-generating packing slips, dispatching email alerts, and logging delivery outcomes.
- Implemented an automated barcode labeling workflow integrated with the company's ERP, raising data accuracy to 99.8% and reducing customer inventory ingestion errors by 60 instances per month.
- Asterisk driven phone system linked via PRI (comprising remote extensions)
- Engineered and maintained a hybrid fleet of 50+ Apache and Nginx web servers across on-premises and AWS environments, ensuring 99.999% uptime for credit card authorization services.
- Implemented a budget tracking system that improved reporting accuracy allowing for better forecasting and allocation of IT resources.
- Spearheaded the migration to a cloud-based solution that decreased IT costs by 20% while improving data accessibility and security for over 100 users.
- Successfully led the integration of a new enterprise resource planning (ERP) system, resulting in a 30% reduction in processing time and a 25% increase in data accuracy across departments.
- Designed and managed Jamf Pro equivalent for 60 macOS endpoints across a distributed workforce, reducing device-setup time by 80% compared to previous methods.
- Manage network switches, firewalls, and Wi-Fi controllers (Cisco/Meraki and Unifi), supporting secure connectivity for 6 locations.
- Provide Tier 1/2 support, logging and resolving an average of 35 tickets/month with a same-day resolution rate of 95%.
- Led an electronics recycling initiative, improving energy conservation and waste reduction across three sites.

- Developed and enforced IT security policies aligned with best practices.
- Authored comprehensive IT runbooks, asset inventory documentation, and general training documentation.
- Managed software licensing and vendor relationships for AWS, Azure, and Slack.

Skills

FileMaker · Microsoft · Troubleshooting · VOIP · Remote Access Solutions · Asterisk PBX telephony & Apache/Nginx web servers · Windows Server 2012–2019 administration & Active Directory (multi-site) · Linux Administration · Windows Server · Patch Management · Configuration Management

Networking: DHCP · DHCP Management · DNS · DNS Management · Firewall Configuration · Load Balancing · Network Configuration · VPN Configuration · Wi-Fi Infrastructure · WiFi Infrastructure Management

User Management: User Account Management · Active Directory Management · Azure Active Directory · Azure Active Directory (SSPR, MFA) · Group Policy · Microsoft Active Directory · User Account Automation

Scripting: Ansible · Bash · PowerShell · Python · PowerShell & Bash scripting for automation · Ansible configuration management

Communication: Slack · Help Desk Support · Incident Management · Tier 2 Support

Device Management: remote device management · Jamf · Jamf Pro · Microsoft Intune

Storage: NAS · SAN · File server · Print server

Cloud: AWS · Azure · Cloud Services Management · Microsoft Azure (Azure AD, Backup & Recovery) & AWS (EC2, S3)

Security: Security Protocols · SSL/TLS · Defender Endpoint Protection

Database: Microsoft SQL Server management · Database Management · SQL

Backup: Backup Solutions · Veeam Backup & Replication

Monitoring: Nagios · Zabbix

Containerization: Containerization · Docker

Email: Microsoft Exchange (Enterprise Hybrid)

Virtualization: VMware vSphere & Microsoft Hyper-V virtualization

Development: Custom application development (PHP, FileMaker Pro)

Volunteer Experience

Nonprofit IT Support · StableStrides · Colorado Springs, CO, USA

2014 - 2023

- Implemented remote device management for 10 Mac endpoints using MDM solution, ensuring secure software updates and compliance with organizational policies.

Certifications

Vantage Clear

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