

# Andrew Webster

Data Center Technician | 240-421-3679 | awebster1110@outlook.com

## Skills

- Experienced with Linux, Windows, and Mac OS
- Understanding of Active Directory and Bash
- Familiarity with different operating systems and use cases through use of a homelab
- Experience working with servers, switches, and network connections
- Strong customer service and communication skills
- Knowledge of network cabling, including Cat6, fiber, and DAC

## EXPERIENCE

### **Amazon Web Services** - *Data Center Technician Overnight*

September 2022 - Present

- Independently oversee multiple datacenters with minimal supervision
- Use a ticketing system to identify known issues, and resolve tickets in excess of 35 per week
- Troubleshoot and fix problems with servers and networking hardware with a focus on issues that have high potential impact to customers to maintain 99.99% uptime SLA
- Handle, replace, and destroy media devices that contain sensitive customer information using established procedures
- Troubleshoot and repair HPC hardware, including NVIDIA GPUs, and custom SOCs

### **Inova via TEKsystems** - *Desktop Administrator*

November 2021 - August 2022

- Installed new computers in a variety of settings in the healthcare environment while ensuring proper documentation throughout the asset life cycle
- Troubleshoot any errors that arise within Windows or with third-party software
- Imaged new computers to ensure a seamless transition for end users
- Supported end users regarding software and hardware changes to their workspace
- Handled sensitive medical data in accordance with HIPAA and other regulations

## EDUCATION

**Freedom High School, South Riding, Virginia** - *Advanced Studies Diploma*

**CompTIA Server+ certification**

**AWS Solutions Architect certification** - *In progress*