

Lowell, MA 01852  
(774)-487-8074  
andywigin@protonmail.com

# Andrew Wiggin

---

## CERTIFICATIONS

### Cloud

AWS Solutions Architect Associate  
AWS SysOps Admin Associate  
HashiCorp Consul Associate  
HashiCorp Terraform Associate  
HashiCorp Vault Associate  
CompTIA Cloud+

### Network

Cisco CCNA  
VMware VCP-NV  
Juniper JNCIA-Junos  
CompTIA Network+

### Security & SysAdmin

CompTIA CySA+  
CompTIA Sec+  
CompTIA Linux+  
CompTIA A+

## EXPERIENCE

### SMS Data Products Group Inc, Hanscom AFB

#### *Network Technician, CTR*

MARCH 2022 - PRESENT

- Setup, configuration, deployment, and troubleshooting of network encryption devices and respective routing
- Comfortable with all LAN IP protocols and TCP/IP stack
- Print server management, IPAM tracking, license management
- Coordinate backups and perform DR site dropoffs
- Preventative maintenance inspection for existing network devices, racks, enclosures
- Tone ports and track network issues for further troubleshooting

#### *Sr IT Specialist, CTR*

APRIL 2021 - MARCH 2022

- Refine process and evangelize changes that arise in a rapidly evolving environment
- Participate in enterprise-wide system administration projects
- SME for 18 other IT technicians
- Source, interview, and train all incoming employees
- Foster culture of inclusion, participation, teamwork, and high morale
- Developed in-processing training program for new hires and trained all new hires
- Helped build service desk knowledge base for systems/process and work effectiveness
- Emergency technician for VIP issue resolution
- Created formula driven data reporting that reflects strengths and weaknesses across hundreds of employee workloads and 15+ departments
- User data management, transfer, and recovery
- Reimage assets, track assets, assess hardware failures, initiate warranty claims
- Network MFP troubleshooting
- Mobile device management deployments for COPE devices with personalized PKI via Blackberry/Purebred

#### *Desktop Support Specialist, CTR*

SEPTEMBER 2020 - APRIL 2021

- Support 6500+ enterprise end users and their hardware/software/network/infrastructure needs, both on-prem and remote
- Meet contract metrics resolving issues and pursuing root cause analysis
- Install, configure, and maintain all end user software according to security and compliance requirements
- 40 calls a day, 10 min avg inbound calls, 5 day maximum issue resolution all while maintaining white glove customer service

- Windows 10 environment, O365 suite expertise, registry manipulation, script deployment to automate everyday tasks
- Work with group policy deployment, ensure well patched machines, and troubleshoot patching
- Assist with domain access, network connectivity, VPN/VDI/Remote access solutions , and AAA troubleshooting
- Deep diving log analysis for issue debug
- Work with and around SCCM, McAfee/HBSS, WSUS and other host configuration and security deployments
- Troubleshoot and assist with VOIP/UC functionality

## **Chatham Candy Manor, Chatham MA**

### *Store Manager, IT Manager*

2005 - 2019

- First line IT Support
- Network connectivity troubleshooting
- VoIP troubleshooting
- Network printer troubleshooting
- Network sharing troubleshooting
- O365 account management
- PCI DSS Compliance
- Host based security software management
- Ultimately responsible for all day to day operations of the store
- Multi-tasked across several departments, prioritizing projects and personnel in intersecting spaces, in a pressured time sensitive environment

## **EDUCATION**

### **UMass Amherst, Amherst MA – BA Philosophy, Legal Studies, Classics**

2007 - 2011

### **Salem State, Online –SQL & PL/SQL Certificate Course**

2020

## **CLEARANCE**

## **TS/SCI**

## SKILLS

AWS	VXLAN/Overlay/Underlay	Blackberry MDM
Azure	Git	Purebred PKI
0365	Terraform	Taclane
Cisco	Vault	Monitoring
Linux	Consul	System Administration
Bash	Juniper	Cybersecurity
Python	Architecture	SQL
Networking	Cloud	Relational Database
Security	IAM	
TCP/UDP	Windows	
Ports/Protocols	Windows Server	