ANDREW VOLPE

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OBJECTIVE

To apply my skills and experience as a system administrator while continuing to learn, grow, and have fun.

EDUCATION

Master of Science in Information Technology
University of Massachusetts Lowell, Lowell, MA   *Sept. 2022 – July 2024 (expected)*

Graduate Certificate in Network Security
University of Massachusetts Lowell, Lowell, MA   *Jan. 2015 – May 2016*

Bachelor of Science/Business Administration in Management Information Systems
University of Massachusetts Lowell, Lowell, MA   *Jan. 2012 – July 2014*

Associate of Science in Information Technology
Middlesex Community College, Lowell, MA & Bedford, MA   *Sept. 2008 – July 2011*

CURRENT CERTIFICATIONS

ISC[2] CISSP   *Obtained June 2017*

WORK EXPERIENCE

Lead Systems Administrator   *April 2019 – Present*
MIT Lincoln Laboratory, Lexington, MA

- Served as lead system administrator for medium-sized, high visibility program. Took over while project was mid-life and remediated architectural deficits. Executed purchases of equipment, configured, and deployed according to strict security standards. Stood up and integrated Linux environment into existing infrastructure. Deployed several applications and services including Jira, Confluence, Bamboo, Bitbucket, and Exchange and integrated into domain. Introduced automation tools into every aspect of environment to improve system integrity, manageability, and availability. Worked closely with information security and assurance team to ensure environment remained compliant with government sponsor requirements. Led effort from system administration side to successfully pass multiple on-site sponsor inspections. Won multiple awards for this effort.
- Primary custodian and administrator for group's high side network and closed area. Responsible for training users on both physical and cyber security aspects of environment. Primary point of contact for all user concerns. Installs, maintains, and upgrades all systems within security boundary. Meets with security biweekly to remediate any issues.
- IT lead for group consisting of about 50 staff. Sets and executes strategic vision for group's IT needs. Liaison to IT manager at the division level to report status and advocate for group. Meets with IT leads from other groups in division on a weekly basis to share best practices.
- Sole system administrator for telescope observatory field site. Handles all IT issues that occur. Authored report and initiated multi-year project to upgrade legacy telescope control and sensing systems.

TECH SKILLS

In order of experience level

- Microsoft Windows/Server

- RHEL/CentOS and Debian/Ubuntu

- VMWare ESXi & vCenter

- Deploying and managing popular web apps, e.g. Atlassian stack & Wordpress

- NAS & SAN storage

- TCP/IP Ethernet switching & firewalls

- OS image creation & deployment (MDT/WDS, Acronis, Ghost, Clonezilla)

- Desktop & server backup (Veeam, Backup Exec, & NetBackup)

- PowerShell scripting

- Automation with Ansible

- Python 3 and CircuitPython development

- Arduino C development

Senior Systems Administrator *August 2014 – April 2019*
The MITRE Corporation, Bedford, MA
Self-managed with daily operational duties and long-term projects. Managed the technical infrastructure for several closed areas and provided lifecycle support for all systems. Responsible for securing, auditing, and remediating vulnerabilities in closed areas. Acted as the point of contact for workers within the labs regarding technical issues. Some unclassified projects:
 - Researched cloud alternatives for government computing work. Designed, deployed, and managed hundreds of nodes in the AWS environment for benchmarking purposes with Ansible.
- Deployed a high-availability distributed cluster for image processing. Built servers from parts and configured with cluster technologies such as GlusterFS. Earned an award for this project.
- Wrote a PowerShell-based utility for analyzing Windows event logs which is used extensively throughout the campus. Developed a Python-based utility for simplified creation of discs containing patches and antivirus definitions.

IT Technician *June 2011 – August 2014*
J.N. Phillips Auto Glass, Woburn, MA
Worked in a small IT team to service about 200 desktop and laptop computers, 150 Android tablets, and 20 servers, both physical and virtual. Performed regular help desk work such as responding to e-mailed tickets and phone calls. Assisted both local and remote users via LogMeIn remote access. Performed maintenance and upgrades on Windows servers in a VMWare infrastructure. Took charge of many security aspects including antivirus infrastructure, spam filtering, firewall configuration and monitoring, and malware remediation. Initiated and executed several projects including implementing a custom database solution for devices, building standardized desktop imaging infrastructure, and standardizing and clustering ESXi hosts.

VOLUNTEER EXPERIENCE

Museum Volunteer *February 2022 – Present*
Rhode Island Computer Museum, North Kingstown, RI
Restore donated vintage computers to working state and configure for demonstration suitable for exhibition. Set up small, mostly Arduino-based electronics projects suitable for hands on activities. Give guided tours of exhibits and lead hands on activities to museum visitors.

HOA Board of Trustees Secretary & Webmaster *March 2020 – March 2022*
DiPalma Estates, Tewksbury, MA
Elected to homeowners association board of trustees for the condo complex in which I live. Held joint position of secretary and webmaster. As webmaster, responsible for maintaining the association's website based on Wordpress. As secretary, responsible for taking minutes during monthly meetings, writing, posting, and delivering notices to homeowners, and signing official documents relating to sales of homes.

Marine Mammal Dive Volunteer *August 2018 – March 2020*
New England Aquarium, Boston, MA
On a weekly basis, dove on SCUBA in seal & sea lion enclosures to vacuum algae from exhibit floor and walls. As scientific diver, gathered data on algae growth and recorded electronically.