# Andrew Smith

## IT PROFESSIONAL & MES ENGINEER

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# ABOUT ME

*Experienced, passionate, and tenacious troubleshooter who can multi-task and prioritize projects effectively. Capable of working with minimal to little supervision or collaborating and leading others to complete larger, time-sensitive projects with great attention to detail and success. Friendly, with a great sense of humor, but also a straight shooter who is professional and down to earth.*

# SKILLS

Network administration, virtualization, troubleshooting & support, installations, migrations, consulting, scripting / tool development, process improvement, automation, system design & integration, testing, technical document writing, R&D, cyber security, audit & sales support, reverse engineering, hardware procurement & deployments.

# TECHNOLOGIES

MS Windows, Office, VMWare, Active Directory, SharePoint, TFS, DNS, SQL, SQL AlwaysON, IIS, NLB, MSMQ, DTC, COM / DCOM, SMTP, TCP/IP, RDP, RAID, SSL, PowerShell, C#, Syncade, Delta-V, OSI PI, etc.

# EXPERIENCE

**Bristol Myers Squibb – Tampa, FL**

*Enterprise MES Platform Team - Senior Principal Engineer- (2022-Current)*

I work as a member on the Enterprise MES team to deliver test, development, and production-related MES Environments to BMS manufacturing sites globally. Provide Tier-3 technical support and assist site go-live activities. Responsible for leading a small team of engineers to build diagnostic & reporting tools, scripts, and utilities aimed at reducing human error and enhancing our existing deployment process. Assist in the development of new training curriculum, creating and enhancing current business processes aimed toward improving our process improvement, assist with technical risk assessments, conduct interviews, and assisted with the day-to-day management & administration of our enterprise systems. Frequently involved in helping to troubleshoot, assess, and resolve complex performance related issues impacting our site environments.

**Emerson Automated Solutions – Bradenton, FL**

*Syncade Advanced Services - Senior Enterprise Systems Engineer (2006-2019)*

Responsible for the execution of Syncade related projects including: system & environmental assessments, specialized project executions, proposal generations, advanced troubleshooting, tool development, developing & implementing process improvement strategies, performing Syncade installations, upgrades, migrations, consulting, cutover & go-live support, and more. I was the engineer that deployed and supported some of the worlds most important COVID-19 related systems during the pandemic.

*Tester / Network Administrator / Senior Principal MES Engineer*

Duties included the procurement, deployment, and maintenance of all internal IT systems within the local business unit, including all the Syncade test, development, and production related systems. I was responsible for ensuring conformance to corporate-level IT policies to protect the greater corporate network, as well as ensuring the needs for the local business unit were met. Other responsibilities included the management of all backup systems, annual testing, authoring & maintenance of technical documentation, ensuring site-level IT policies were met, authoring business continuity plans, assisting with customer-facing audit support, software testing, advanced R&D work, automating systems, deployments, building applications, scripts, automating MES deployments, and supporting complex customer-related issues as needed.

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## AUTOMATION

Syncade MES Experience **(18+ years)**

## MILESTONES

2022 – GMP5 Master Class
2012 – VMWare Bootcamp
2006 – Certified Data Protection Specialist
2006 – Tampa Bay Infragard
2001 – CompTIA A+ Certification

### I-Techs Consulting & Services, LLC – Sarasota, FL

*Co-Owner & Consultant  - (2002-2006)*

Provided IT-related services in both Michigan and Florida where we held several 3rd party service contracts providing IT related warranty repair services to businesses and homeowners.  In addition to our contractual services, I-Techs was a full service IT provider supporting the needs of consumers and businesses alike.   Typical services included web development, deployments of networks to small businesses, and standard PC related services such as virus / malware removals, tune-up's, data recovery services, system reloads, etc.

### MIKA Systems, Inc. – Bingham Farms, MI

*Level II Consultant  - (2001-2002)*

Provided IT consulting services & Solutions to businesses in Southern Michigan. While I provided many different IT related services, I spent the greater part of a year helping business after business recover from the malicious wave of viruses being released during this time of my career. This phase of my career really drove home the importance of backups, antivirus protection, firewalls, patching, etc.

### Northern Michigan Online, Inc. – Cheboygan, MI

Intern / PC Technician (1996-2000)

My position started off as an internship for computer credits to graduate from high school and ultimately turned into a paid position that I had until graduating high school. When I started my internship, I was responsible for building custom PCs and setting up the operating systems and drivers for our customers. As my skills progressed, I was hired as a PC Technician to help resolve customer-related PC problems.