VINCENT ANDREWS

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Information Technology Expert

~ Managing business changes through IT solutions ~

Project Initiation │ Process Redesign │ Customer Satisfaction

Energetic and flexible technical leader with more than ten years' experience in system and infrastructure design and support, having progressed through the ranks from system administrator to project manager. Proven ability to provide IT services to staff, management, and customers with consistently high quality. Experienced with a wide variety of operating systems, business applications, and hardware platforms.

Career Highlights include:

- **Optimized redesign of corporate network infrastructure**; eliminated legacy issues using virtualization, modernized applications, and offered remote access service.

- **Led planning, scheduling, and implementation of IT component for new site offices within $23M budget**; accommodated rapid company growth and additional workforce.

- **Orchestrated design, planning, and scheduling of major office expansion**; coordinated team resources, delegated contractors, and adhered to technical and construction specifications.

- **Executed complete operating systems upgrade;** implemented 350 new desktop computers, organized training, and completed project with no interruption to business operations.

- **Launched IT service desk ticketing system**; provided direct, prompt, and consistent support for staff, and allowed for prioritization of support requests and tracking of issues.

Professional Experience

OIL CONTRACTING LTD., Caroline, AB   1997 – Current
Alberta-based company providing industrial plant maintenance and turnaround contracting to oil, gas, and petrochemical producers. Employs more than 2,200 full-time staff at several locations.

Project Manager, Information Technology   2011 – Current

Directed initiation, planning, scheduling, execution, and finalization of IT projects within deadlines and according to budgets. Managed resource acquisition, team coordination, and contractor and consultant hiring. Established and defined project objectives, and oversaw strict quality control on behalf of clients and management.

- Led virtualization effort that reduced costs by 37% and improved uptime from 81% to 98.9%.
- Initiated corporate storage area network upgrade; increased storage capacity to 64TB, including ten hard disk enclosures and 104 hard disks.
- Provided technical direction in construction of Redcliffe modular site office; managed implementation to support 24 remote personnel; completed onsite installation of telephone system, data centre, infrastructure equipment, desktop computers, and video conferencing system.
- Planned and managed creation of three remote client site offices for Shell Canada and Direct Energy in less than four weeks, including desktop computers, power conditioning, and network switches.
- Completed numerous projects including office relocations, managed WAN and internet services, server room power conditioning and environmental controls, and office presentation systems.

Strategic Planning │ Communication │ Team Building │ Service Delivery │ Technical Support

Manager & Coordinator, Information Technology   2002 – 2011
Business Process Analyst (Interim)   2009 – 2010

Directed planning and implementation of enterprise technology systems, supported business operations, improved cost effectiveness, and increased service quality. Identified potential technology solutions, researched recommendations, and initiated upgrades to information and communications technology.

- Established information technology and systems documentation; created operating policies, procedures, and workflows to meets needs of ever changing environments.
- Led redesign of enterprise network infrastructure and data centres under $11M budget; improved software licensing policies, server hardware, business applications, and mobile systems.
- Introduced capital and operating budget processes for IT; advanced forecasting techniques and improved decision making.
- Managed project constructing Bonnyville office and corporate training centre; procured equipment, designed network and systems, coordinated voice and data cabling, contracted trades, and implemented LAN/WAN technologies.

Systems Administrator   1995 – 2002

Supported day-to-day operations of company network infrastructure, including technical analysis, technical assistance, troubleshooting issues, and daily maintenance of systems and network environments. Administered Windows, Unix, and Linux servers, maintained windows desktops, provided business application support, offered data integrity, and advised end users to ensure optimal business operations.

- Managed corporate servers, computer systems, and peripherals; assisted in service delivery and operations across Alberta and Saskatchewan.
- Monitored network traffic for ideal performance and improved security; administered network security, data back-up, and tested disaster recovery plans.
- Performed troubleshooting and diagnostics to technical failures; provided prompt resolutions.

Certifications & Professional Development

Information Technology Management Certificate, University of Edmonton, 2013
Associate Network Specialist, National Association of Communication Engineers, Olds College
PRINCE2 **Project Management Certificate** ▪ ITIL v3 **Foundations Certificate**
Project Management Certificate, SAIT ▪ **Project Leadership Certificate**, SAIT

Professional Development

Business Process Reengineering ▪ Management Communications ▪ Information Security
Situational Leadership ▪ Human Behaviour in Organizations ▪ Team Development ▪ Crucial Conversations
Priority Management ▪ Performance Management ▪ Business Management ▪ H2S Alive ▪ CSTS

Technical Expertise

Windows 7 Enterprise▪ Office 2010 Professional ▪ LAN/WAN Networks ▪ IIS Web Server
Exchange Servers ▪ Citrix Presentation Servers ▪ Terminal Server ▪ Unix SCO ▪ Red Hat Linux
Cisco and Mitel Routers ▪ Linux and Cisco Firewalls ▪ HP and Cisco Switches