

Adam Andrews

People leader. Business interface. Technical expert.

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Professional Experience

FAURECIA – Auburn Hills, Michigan

(August 2013 – Present)

North American IT Industrial Support Manager at Faurecia

- Manager of a 24/7, international team of Industrial Support Analysts and Software Developers providing configuration, development, and functional support for multiple proprietary and commercial Manufacturing Execution Systems (MES)
- Develop global IT strategies and processes for IT personnel, ensuring adherence to corporate standards
- Expanded scope of support to bridge multiple manufacturing platforms, saving upwards of three-quarters of a million US dollars annually
- Implemented project management best practices for team, improving on-time and on-budget project delivery
- Created a training program for advanced configuration and support to be used both with the Shopfloor Business Analysts and the manufacturing technical support teams
- Interface between the business and technical teams to facilitate successful IT project requirements and deployments

Senior Network Engineer

- Senior member of a global infrastructure team, focusing on Local Area Network (LAN)/Wireless Local Area Network (WLAN) architecture
- Designed, built, configured and deployed major LAN/WLAN networks in demanding manufacturing environments
- Provided top-tier expertise of LAN/WLAN equipment and practices to support onsite technical teams at over 300 manufacturing facilities
- Mentored through train-the-trainer sessions both the North American Level 2 Team and EMEA Infrastructure Team to empower and spread knowledge to further the understanding of network practices and troubleshooting
- Acted as team's technical writer, establishing standards and how-to guides following corporate format for publication worldwide.

THOMAS GLOVER & ASSOCIATES, INC. – Inman, SC (Consultant and Full Time) (February 2012 to August 2013)
Engineering Manager of Managed Services

- Led testing, purchasing and implementation of Managed Services division using Solarwinds Orion software including establishing pricing, contracts and service level agreements for global customers
- Responsible for the design, construction, implementation and troubleshooting of network infrastructure for global manufacturing environments

SOUTHERN POVERTY LAW CENTER – Montgomery, AL (February 2011 to August 2012)
Support Services Technician – Apple, Windows

- Managed a multi-server environment, physical network infrastructure, and provided executive-level support
- Supported the business in triage of hardware, software and mobile device management as well as provided user training

KELLOGG, BROWN & ROOT – Mosul, Iraq (Short-Term Contract Position) (June 2010 to February 2011)

SCHAFFER CORPORATION – Fort Rucker, Alabama (April 2003 to June 2010)

UNITED STATES AIR FORCE – Multiple Locations Worldwide (January 1995 to January 2003)

Meteorologist – Information Management Officer

- Developed weather forecasts/warnings for resource protection of base assets
- Managed deployments, patching and troubleshooting of both Windows and Linux servers and workstations
- Hand-picked by Air Combat Command Headquarters to deploy to Afghanistan in support of Operation Enduring Freedom after 9/11 attacks

Education

Columbia Southern University (August 2016 – October 2018)
Master of Business Administration (MBA)
Concentration in Project Management
Graduated Summa Cum Laude

Columbia Southern University (September 2010 – May 2012)
Bachelor of Science – Information Technology
Graduated Magna Cum Laude

Technical Accreditations/Courses

IT Management and Leadership Professional – New Horizons
Cisco Unified Computing Technology Support Specialist – Cisco Systems, Incorporated
Cisco Certified Network Associate Bootcamp – Global Knowledge
Security Essentials Bootcamp – SANS Institute
Certified Support Professional – Apple, Incorporated
iOS Application Development Bootcamp – Big Nerd Ranch
Keypware Bootcamp – PTC, Incorporated