

Andy Nolan

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WORK EXPERIENCE

Netready Systems

Sep 2013 – Present

SOC Manager (Apr 2017 – Present)

Los Angeles, CA

- Responsible for managing SOC efforts to monitor SIEM (AlienVault) deployments for managed security clients and handling incident response in the event of a positive alert.
- Cross-trained and managed small team of helpdesk engineers to perform security functions.
- Responsible for maintaining internal security policies for internet facing applications.
- Provides maintenance and architectural support to a broad range of clients with varying infrastructure sizes and flavors.

NOC Engineer (Sep 2013 – Apr 2017)

- Designed and implemented Veeam-based local & cloud backup platform for Netready, leveraging our own experience and hardware to dramatically increase margin and generate a new revenue stream.
- Migrated legacy RMM system to Connectwise Labtech/Automate. Maintain and integrate Automate with ticketing system, remote access tool and billing software.

Fix Build Create

Jan 2010 – Sep 2013

Project Engineer

Los Angeles, CA

- Consulted with Microsoft marketing for technical requirements of in-store demonstrations of hardware to the public.

Microsoft

Jun 2011 – Feb 2012

Technical Engineer

Los Angeles, CA

- Created and maintained many projects to further productivity of employees, setting up a lot of automation in the form of workflows for Dynamics CRM for the newly minted Business Team.
- Member of the Imaging Group, responsible for installation of demo images onto machines via WDS, as well as creating various PowerShell scripts to ease the process of configuration.

EDUCATION & CERTIFICATIONS

Western Governors University

May 2019

Bachelor of Science, Information Technology

CompTIA: Security+ CE, Network+ CE, Project+

Microsoft: MCSA: Office 365

ITIL: Foundations (v3)

SKILLS

Microsoft Hyper-V, VMware ESXi (5.5 – 6.7), VMware vCenter, Veeam Backup & Replication, disaster recovery, Active Directory / DNS, Office 365, Exchange (2007 – 2016), Cisco ASA (pre-8.3 – 9.x), Dell Compellent SAN, HPE 3PAR, HPE MSA 20xx, SD-WAN, MPLS, VOIP, datacenter experience (SOC 2 Type II), Cylance, Sophos, device encryption (Bitlocker), ticketing systems (Connectwise), remote management systems (Automate, Connectwise Control).