

# Andrew DeFever

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## Professional Summary

AWS Certified Cloud Practitioner and CompTIA Security+ certified IT professional with 10+ years of experience in systems analysis, enterprise networking, and infrastructure operations. Proven track record in optimizing network performance, streamlining access control, and leading cross-functional teams to resolve complex technical issues. Skilled in cloud fundamentals, secure infrastructure management, and multi-vendor network troubleshooting, with a focus on delivering scalable, resilient, and reliable solutions in fast-paced environments.

## Certifications

- AWS Certified Cloud Practitioner — Jul 2025
- CompTIA Security+ (SY0-701) — Jun 2025

## Professional Experience

### Systems Analyst II | ONEGas | Nov 2021 – Present

- Proactively monitor and maintain critical business systems, networks, and applications, reducing unplanned downtime and improving operational reliability.
- Troubleshoot and resolve server, network, and application issues in collaboration with local carriers and multi-tier support teams.
- Manage user access via Active Directory group permissions; process access requests, unlock accounts, and reset passwords in accordance with company policy.
- Lead multi-department conference bridges for incident resolution, documenting root causes and remediation steps for knowledge sharing.
- Partner with business units to streamline and update processes, improving efficiency and reducing ticket resolution times.
- Provide advanced technical support and escalation assistance to the Service Desk to enhance first-contact resolution rates.

### Lead IP/Ethernet NCC Technician | Zayo | Apr 2016 – Feb 2018

- Led a team of technicians in troubleshooting complex IP and Ethernet circuit issues (E-Line, VPLS, DIA, IP VPN, PDN) across multi-vendor platforms including Juniper, Cisco,

Alcatel-Lucent, Ciena, and Nokia.

- Directed escalations to Tier III TAC and vendors, ensuring rapid resolution for high-impact customer incidents.
- Assisted in mitigating DDoS traffic by implementing firewall policies, route adjustments, and GRE tunneling using RADware DefenseFlow and DefensePro.
- Reviewed team troubleshooting efforts, identified skill gaps, and implemented targeted training to improve MTTR and service quality.
- Collaborated with management to implement process improvements and corrective actions to enhance operational efficiency.

### **IP/Ethernet NCC Technician | Zayo | Nov 2014 – Apr 2016**

- Diagnosed and resolved faults in IP, IP VPN, VPLS, E-Line, and PDN circuits, prioritizing rapid time-to-resolution for customer-impacting issues.
- Performed RFC 2544 throughput testing with field techs and configured NIDs to validate circuit performance.
- Updated BGP import policies and DNS zone files (BIND and third-party DNS) to maintain routing accuracy and network stability.
- Monitored network health via Netcool, Cacti, and other SNMP-based tools to proactively address potential service degradations.
- Provided real-time customer updates, explained troubleshooting steps, and ensured satisfaction upon resolution.
- Provisioned and modified circuit configurations for service changes, customer requests, and outage remediation.

### **Lead Infrastructure NCC Technician | Zayo | Dec 2012 – Nov 2014**

- Led troubleshooting and repair of dark fiber circuits, meeting strict restoration timelines to minimize customer impact.
- Monitored and responded to environmental alarms, ensuring operational continuity across nationwide network locations.
- Utilized platforms including Infinera, Fujitsu, Nortel, Dantel, Cisco, NetGuardian, JDSU, and SolarWinds to monitor and maintain infrastructure health.
- Assisted team members in resolving escalated issues, providing technical guidance to improve troubleshooting efficiency.

### **Early Career**

- Network Cabling Technician | Teksystems | Apr 2012 – Dec 2012 – Installed CAT5/CAT6 and fiber optic cabling; terminated, spliced, and tested connections to support voice and data networks.
- Wireless Data Technician | Valnet | Jul 2008 – Mar 2010 – Installed and maintained 802.11 wireless systems; performed long-range connectivity troubleshooting and customer support.
- Technical Support Representative | TerraWorld | Aug 1997 – Aug 2000 – Provided Tier 1–2 internet support for modem, ISDN, and DS1 circuits; maintained Cisco routers and updated Unix-based servers for security compliance.

## Education

Bachelor's in Psychology, Minor in Philosophy — May 2012

- Developed analytical, problem-solving, and communication skills applicable to technical environments.