

ANDREW "STEVE" ABRAMS

A technical support specialist with a decade of working with creative minds in multiple industries. Experienced in systems administration and onsite support in high pressure environments with an innovative mindset and a low tolerance for mistakes. I possess passion for emerging technologies and exploring their application in how we communicate, educate, and entertain.

PROFESSIONAL EXPERIENCE

Laika, Hillsboro, OR — *Desktop Systems Administrator*
NOVEMBER 2018 - CURRENT

ICF - Olson, Chicago, IL — *IT Support Specialist 2*
JUNE 2017 - NOVEMBER 2018

Initially hired to represent the IT department and support ICF's Chicago offices, but found additional responsibilities across the company due to my experience supporting users in a cross platform environments. Responsibilities include desktop support and remote support for over 7000 users internationally on a variety of platforms and environments.

The Mill, Chicago, IL — *Systems Engineer*
MARCH 2015 - MAY 2017

While working at the Mill I grew as an engineer expanding my experience to support professionals in a multi-platform post production environment. The position required a jack of all trades mentality providing server and network administration as well as desktop support in frequent high pressure short deadline situations. Highlights include; assisting with the office move from River North to West Loop, setting up a temporary remote studio, and leading the hardware support for an emerging technology meet and greet with hundreds of Chicago's top marketing professionals. While there I became the primary support for hardware involving emerging technologies including; VR headsets, mobile devices, and rapid prototyping.

Savannah College of Art and Design, Savannah, GA — *Systems Administrator lvl 2*
MARCH 2008 - MARCH 2015

My primary responsibility was building and maintaining the Windows environment for over 700 systems for the school of film and digital media. I excelled in supporting faculty and students studying in game design, visual effects, and animation that required the knowledge of the software required in all disciplines. My deployments were used across campus, which required a wide array of software installs incorporated into one base image and was eventually expanded to be used in both the Atlanta and Hong Kong campuses due to their stability and versatility. I also set hiring and training practices for new systems work study as well as provided management during large projects and special events.

EDUCATION

Savannah College of Art and Design
Savannah, GA - *BFA - Sequential Art - Storyboarding* - GRADUATION - JUNE 2007

Kalamazoo Valley Community College,
Kalamazoo, MI - *AA- Graphic Communications - Animation* - GRADUATION - JUNE 2005

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TECHNICAL SKILLS

Microsoft Administration:

Active Directory, Exchange, SCCM, MDT, Group Policy, Office

Mac Administration:

JAMF / Casper,
Remote Management, iOS

Linux Administration:

Remote management / SSH, Image deployment, Server setup, Ubuntu, Centos, Redhat

Network Support:

VLANs, DHCP, DNS, MySQL

Software Support:

Adobe CC (Photoshop, Illustrator, AfterEffects, etc), Autodesk Products (Maya, 3DSMax, Mudbox, Flame, etc), Avid, Cinema 4D, Houdini, Foundry Products (Nuke, Mari, Modo, etc), Microsoft Office (O365), Renderman, Toon Boom Products, Unreal Engine, Unity, Vicon Blade, Visual Studio, Zbrush

Scripting Experience:

Autoit, Bash, Batch, CSS, HTML, PHP, VBS, PowerShell

Hardware Experience:

Apple, HP, Dell, SuperMicro Systems (desktop, server, mobile)
Custom built systems
HP, Ricoh, & Xerox printers
Wacom Products
iOS Devices
Various Android Devices
Various VR & AR platforms
3D Printing (FDM & SLA)

CERTIFICATIONS / TRAINING

Adobe CC-Certified

Microsoft SCCM / MDT Training

A+ Equivalent Experience