

Andrew Porter

Norfolk VA 23518 || 703-915-8522 || aport5606@gmail.com

Portfolio: andrewporter.info

SUMMARY:

Experienced IT and Administrative professional with a strong background in systems management, process improvement, and technical writing. Proven ability to streamline operations, optimize project management, and deliver effective user training. Seeking a challenging role to leverage diverse technical expertise and drive organizational success.

PROFESSIONAL EXPERIENCE:

Forward Thinking Innovations LLC.

Director of Administrative and IT Operations - Norfolk, VA, Sept. 2020 – Present

- Led and executed strategic initiatives to improve management communications and optimize procurement, inventory tracking, distribution, and equipment management processes
- Implemented Monday.com project management software to streamline communication and improve project tracking across multiple departments
- Managed software vendor accounts, including ADP, Monday.com, Dameware, and American Express
- Traveled nationwide to meet with new team members and facilitate the onboarding process

Leidos - Ft Belvoir, VA, July 2020 - Sept 2021

Systems Specialist Technician II

- Managed and maintained Composite Health Care System (CHCS) supporting more than 100 military Health System interfaces
- Collaborated with cross-functional teams to troubleshoot system issues, identify root causes, and provide timely resolutions
- Developed and implemented standard operating procedures for system maintenance and support, as well as comprehensive user training programs

KSJ & Associates - Falls Church, VA, Sept 2019 - July 2020

Technical Writer II, KSJ, under contract to the Defense Health Agency (DHA)

- Led coordination with Solutions Delivery Division Program Management Offices to establish support agreements with the DHA and other branches of the Government
- Improved department's standard operating procedures and facilitated weekly progress reports on activities across all functional areas to Program Support Branch leadership
- Compiled monthly progress reports for Company President and Contracting Officer's Representative

Forward Thinking Innovations, LLC

Systems Management Internship - Norfolk, VA, Dec 2018 - 2019

- Acquired comprehensive knowledge of healthcare information systems through extensive training and practical experience
- Collaborated closely with the CEO and other senior leadership to ensure seamless integration of healthcare information systems across the organization

SOFTWARE PROFICIENCIES:

Windows 10 || Microsoft Office Enterprise || Google Services || Mac OS || Minitab || Linux || OpenAI Enterprise || DelTek HCM || ADP Run and WFN || Composite Health Care System || MHS Genesis

CERTIFICATIONS:

DAU Fundamentals of System Acquisition Management || DAU Fundamentals of System Engineering || AWS Cloud Practitioner Essentials