

# Andrew Hsu

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## Technical Proficiencies

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- **Operating Systems:** Windows Server 2008 – 2016, VMware ESX 5.5 – 6.5, Windows 7 – 10, OSX, iOS, Android
- **SaaS:** Okta, Box, Airwatch, Salesforce, Office365, Cisco Meraki, Automox
- **Security:** CrowdStrike EDR/NGAV, OpenDNS, Rapid 7 InsightUBA/Nexpose, Dell DDP/BitLocker, Cisco IPS
- **Software:** Citrix XenApp 7.x, Active Directory, Exchange 2010 – 2013, Office 2010 – 2016, VEEAM
- **Hardware:** Nutanix, Dell/HP Servers, Meraki Access Points/Switches, Cisco Switches/Routers/ASA

## Professional Experience

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### American Securities, LLC

New York, NY

American Securities is a leading middle-market private equity firm with over \$23 billion committed capital under management. Responsibilities include management and implementation of core infrastructure and cloud-based services, information security, business continuity and disaster recovery, vendor relationship, documentation of operations, junior-level mentorship, and help desk support for over 130 employees in NYC and Shanghai, China.

#### Role – System Administrator

January 2015 - Present

- Lead project to replace end-of-life network and server equipment in our Shanghai, China office.
- Conduct due diligence and create implementation plan for upgrade from Windows 7 to Windows 10. Automate the Windows 10 imaging process and create Group Policies Objects (GPOs).
- Manage, maintain, and enhance systems related to remote access, including Citrix XenApp infrastructure and Cisco TLS VPN. Update and re-design NetScaler, Storefront, and XenApp VDAs.
- Support VMware vSphere/ESX upgrade from 5.5 to 6.5 and migration to new HP servers.
- Assist with implementation, management, and proactive monitoring of information security systems. Continuously address security vulnerabilities and zero-day exploits in our environment.
- Re-architect endpoint patch management system with cloud-based solution to more consistently service remote laptops.
- Script task and software deployment with PowerShell and batch files.
- Oversee Cisco phone system infrastructure across 3 redundant sites and manage third-party vendor for system-level changes of Cisco UCM, Cisco Unity, Cube routers, SIP trunks, and PRI lines.

#### Role – IT Specialist

January 2013 - December 2014

- Migrated from inadequate cloud-based email provider to dedicated Microsoft Exchange 2013 managed services infrastructure.
- Administered and supported SaaS and mobility solutions.
- Assisted with agile development of a custom Salesforce platform for our human resources team to track talent acquisition for our portfolio companies.
- Collaborated with internal teams to plan, test, and document business continuity and disaster recovery processes and procedures.
- Analyzed and reconstructed corporate wireless telecom accounts, saving over \$2,000/month.
- Re-designed conference room AV systems with Crestron, Polycom, Extron, and Apple TV devices.
- Orchestrated the annual investor call conducted by the CEO for over 180+ investors around the world.

#### Role – IT Intern

May 2008 - December 2012

- Help Desk floor and remote support for American Securities and 4 other affiliated financial firms.

## Education

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### Cooper Union

B.E. in Electrical Engineering

Honors: Full-tuition scholarship

New York, NY

Graduated in 2012

## Additional Information

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**Interests:** Brazilian-Jiu-Jitsu, MMA, Snowboarding, Space/Astronomy