# ANDRE’ JUSTIN SERRANO

## PROFESSIONAL HIGHLIGHTS

Provided support to the VA AITC center with 17 years of experience managing and maintaining mainframe and various data media efficiently and accurately.

Starting at the end of May 2021 to current have solo processed over 30,000 pieces of media for sanitization and decommissioning.

In 2020 Rebuilt 15,000 plus tape library and increased accessibility and efficiency of tape location from several hours to less than 10 minutes.

Awarded 2005 Certificate for Excellent Teamwork in Completing Numerous End-of-Year Reports and Documents

## EDUCATION

Southwest Texas Junior College 1998-2000 Majored in General Studies Austin Community College 2002-2011 Majored in Visual Communications

## CLEARANCE

Moderate

## PROFESSIONAL EXPERIENCE SUMMARY

## Macannie Inc November 2021-Present

## Electronic Library Assistant

* Support AITC using peripheral devices including but not limited to tape drives and automated cartridges systems
* Monitor tape system for requests
* Maintain and troubleshoot equipment
* Resolve equipment and hardware issues or forward request for repair
* Ensure a maximum number of scratches are available in tape libraries
* Inventorying, degaussing and destruction of obsolete data media
* Management of open systems media inventory and dispersal
* Utilize COMMVAULT media tracker for inventory packing and shipping of backup storage media to multiple VA SAFESITE storage facilities
* Consistently use Veritas NETBACKUP to manage storage and backup jobs
* Utilize SNOW ticketing system for job productivity tracking
* Assisted with repairing, rebooting, patching and updating servers, switches, cabinets and power strips as well as with dismantling and decommissioning tape libraries and servers

### Leidos Inc

### Electronic Library Assistant December 2019 –November 2021

* Support AITC using peripheral devices including but not limited to tape drives and automated cartridges systems
* Monitor tape system for requests
* Maintain and troubleshoot equipment
* Resolve equipment and hardware issues or forward request for repair
* Ensure a maximum number of scratches are available
* Inventorying, degaussing and destruction of obsolete data media
* Management of open systems media inventory and dispersal
* Inventory packing and shipping of backup storage media to multiple VA SAFESITE storage facilities
* Consistently use Veritas NETBACKUP to manage storage and backup jobs

### ManTech International May 2019 - November 2019

### Electronic Library Assistant

* Support AITC using peripheral devices including but not limited to tape drives and automated cartridges systems
* Monitor tape system for requests
* Maintain and troubleshoot equipment
* Resolve equipment and hardware issues or forward request for repair
* Ensure a maximum number of scratches are available
* Inventorying, degaussing and destruction of obsolete data media
* Management of open systems media inventory and dispersal
* Quarterly inventory, packing and shipping of litigation tapes
* Consistently use SYMANTEC Veritas NETBACKUP to manage storage and backup jobs

### Kforce Government Solutions, Inc. (KGS)

###  Electronic Library Assistant January 2009 – April 2019

* Support AITC using peripheral devices including but not limited to tape drives and automated cartridges systems
* Monitor tape system for requests
* Maintain and troubleshoot equipment
* Resolve equipment and hardware issues or forward request for repair
* Ensure a maximum number of scratches are available
* Inventorying, degaussing and destruction of obsolete data media
* Management of open systems media inventory and dispersal
* Quarterly inventory, packing and shipping of litigation tapes
* Consistently use SYMANTEC NETBACKUP to manage storage and backup jobs

### dNovus RDI July 2004 – January 2009

**Peripheral Equipment Operator**

* Support AITC using peripheral devices including but not limited to tape drives, automated cartridges systems, impact and laser printers
* Monitor tape system for requests
* Maintain and troubleshoot equipment
* Degaussing and destruction of obsolete data media.
* Resolve equipment and hardware issues or forward request for repair
* Ensure the maximum number of scratches are available
* Used Xerox and IBM printers to print various job reports, W-2s, Earning and Leave Statements, patient treatment files and national archives
* Maintained a steady supply of printing materials and resources
* Assisted with training new PEOs

**Spherion/Dell September 2003 – May 2004**

# Teardown Specialists/S.I. Prep/Builder of Dell PC Systems

* Used Glovia, WTCS, DPS
* Complex installation of motherboards, internal and external hardware, into computers per customer’s specifications
* Responsible for cleaning computer system processors and building personal computers ensuring optimum operation
* Tracked unit Inventory Summary, computer labels including COA, and software saving man- hours and materials
* Completed special orders, sent damaged parts and chassis to MRB, also tearing down systems using a USB Flash device

### UT Student Family Early Care and Learning Center June 2001 – May 2003 Assistant Childcare Specialist

* Collaborated with Lead Teacher with classroom functions
* Communicated information with parents and other staff
* Supervised children during play, naps, and mealtimes
* Assisted and collaborated with administrative assistant and Director
* Assumed position of Lead Teacher at request of Director
* Provided “handyman” services (moving furniture, boxes and supplies into new center)

**TECHNICAL SKILLS**

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| **Hardware** | **IBM TS3500 Tape Storage Systems STK SL8500****STK 9310 Tape Storage Systems, STK External Drives, IBM 6622 Impact printer, Various Xerox laser printers, Moore folder sealer and roll feed systems, Dell PC’s, HP Laptops** |
| **Operating Systems** | **Mac, Windows** |
| **Software Packages/Tools** | **Microsoft Office Suite, Adobe CS4 Suite, SYMANTEC****NETBACKUP, COMMVAULT, SNOW, TSO, TMS** |