



Andrew Siddall

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Experience



System Engineer

AllianceRx Walgreens Prime

Feb 2021 - Present (8 months +)

- Utilize monitoring tools, such as Dynatrace and Datadog, to ensure the availability of the flag ship website.
- Usage of multiple ticketing solutions, Ivanti, Jira, and Remedy, to communicate issues with various teams
- Identify, troubleshoot, and resolve Level 1 technical issues to ensure access and availability of internal services
- Perform Smoke Testing to ensure flagship website and intranet availability and to proactively find and resolve issues.
- Manage and create service documentation



Level 2 Robotics Technician

Bossa Nova

Feb 2020 - Oct 2020 (9 months)

- Escalation point for any issues that cannot be resolved by first level of support
- Identify, troubleshoot, and resolve robot issues to minimize downtime and ensure data delivery to customer within agreed upon timeframes
- Utilize Linux and ROS (Robot Operating System) to control and monitor up to 20 robots at a time
- Usage of Salesforce as a source for robot generated tickets; responsible for documenting all issues fully to include all details surrounding what was observed and what resolved the issue
- First point of contact for L1 support; answering questions and providing guidance on troubleshooting
- Assisted in bringing up a 3rd party helpdesk of 40 brand new technicians to handle all L1 support. On the job coaching and continuous feedback to assist them in understanding the robots, software & tooling, how to troubleshoot issues, and adopting operational processes; while still supporting production and ensuring data delivery to end users.
- Continuous adaptability as software and process changes were implemented that had fleet impacting outcomes
- Assisted with departmental growth as the company scaled the robot fleet from 100 to over 500 robots
- Identify trends and document thoroughly to provide information to engineering teams to develop fixes and improvements to robot autonomy, to provide improvements to production
- Research data delivery issues quickly to decrease robot downtime and ensure customer SLAs are met
- Adhere to all departmental KPIs (Time to Assignment, Time to Resolve, Escalation Resolution), etc.) in order to minimize the amount of time robots are not performing.
- Communicate and collaborate with other operations teams regarding escalations, to quickly get resolution to issues needing attention by those production supporting departments



Remote Robotics Technician

Bossa Nova

Aug 2019 - Feb 2020 (7 months)

- Utilize Linux and ROS(Robot Operating System) to control and maintain multiple robots
- Utilize SalesForce to write and troubleshoot tickets to allow the robots to complete their task.
- Remote into the robots to control manually
- Monitor the robots mission remotely using CLI/Terminal
- SSH into robots
- Create/Use Docker containers

Education



Butler County Community College

Associate of Science (A.S.), Computer Forensics and Security

2014 - 2016

Graduated with Cyber Security Degree with a strong emphasis on programming. Python, C++, Java, Object Oriented Programming, Networking, Computer Forensics, ACE Certificate, EnCase.