

# Andrew M. Newhart

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**“Andrew M. Newhart”**  
**Senior Project Manager**  
**CNA, CNE, MCSE, CCA, CCNA,**  
**CCDA, CWNP**

## PREVIOUS POSITIONS

**Chief Technical Officer (10/05-Present)**  
**Sr. Project Manager (8/02-10/05)**  
**Resource Manager (1/02-8/02)**  
**NCS Data Systems – Chicago IL**  
**Sr. Midwest Network Engineer (10/00-11/01)**  
Greenwich Technology Partners  
Project management for Discover Financial Services  
NCC & NOC Development  
Process & Procedures Development for DFS NCC Teams  
**Sr. Systems Design Engineer (10/99-10/00)**  
State of Georgia Special Projects Team Lead  
Enterprise Network Operations Center Design  
And operations Lead Engineer  
**Sr. Network Analyst (11/98-07/99)**  
Nextel Communications Network Operations  
Center Project Testing Engineer  
**Sr. Project Engineer (09/97-11/98)**  
IBM Global Services – Network Command  
Center Core Implementation Team  
**Georgia Site Coordinator (11/96-09/97)**  
IBM ISSC / Rhone Poulenc – Enterprises  
Operations Coordinator and State-wide Lead  
Engineer of field operations  
**Systems Engineer (09/95-11/96)**  
MCI, AT&T, Hewlett Packard, DEC

## Prior Operations Experience

**USAF – Nuclear Maintenance Operations  
Crew Chief** – Directing my crew of six Airman  
to perform and test the integrity of all scheduled  
Missile systems operations tests assigned to us.  
**St. Vrain Nuclear Generation Station: Reactor  
Operations Team Lead** – Directed on-shift  
personal in during the operations of 300MW  
electrical Station.  
**H.P. North American Customer Service Center**  
– Team Lead of the 25 engineer HP PC Server  
field engineer help-desk  
**IBM ISSC – State-wide Site Coordinator -**  
Managed and directed three teams during rollout  
and relay and the monitoring of same circuits.  
**IBM GS – Technical Team Lead – IBM PC  
Company PC Server Customer Support team.**  
Problem resolution Coordination and  
Management Business Unit Impact Studies  
ISO Change Management Development  
Managed and lead seven engineers

## QUALIFICATIONS SUMMARY

A strong manager, superior trouble-shooter, and recognized designer of original networking solutions, Andy has over 28 years of data networking LAN/WAN experience, with an extensive background in PC, Mini and Mainframe computing, emulation and data connectivity, and extensive field experience in data exchange and networking. **Andy has performed as a Resource and project manager for financial, retail and manufacturing technology rollouts for over 20 years.**

## STRENGTHS & EXPERIENCE

Andy's superior troubleshooting technique and attention to detail have been tested, honed and proven in high-visibility, critical posts, including Nuclear Weapons/Space systems maintenance and operations positions and Nuclear Reactor power operations positions. He has been designing, implementing and managing data center operations since the conception of data networking in the 1980s. Andy's Network Command/Operations Center experience start with the implementation and design of IBM Global Services Southeastern U.S. Client operations and PC company hardware call support center in Kennesaw, Georgia. He was one of the four core team members at the IBM e-hosting support operations center. Most recently, he designed and implemented the enterprise network operations center for the State of Georgia and system evaluations as the senior system analyst for Nextel IT operations in Georgia.

## PROFESSIONAL & OPERATIONS CENTER EXPERIENCE

**USAF – Nuclear Maintenance Operations Crew Chief** – Directing crew of six Airman to perform and test the integrity of all scheduled Missile system operations tests assigned to us. Maintenance Control Documentation.

**St. Vrain Nuclear Generation Station: Reactor Operations Team Lead** – Directed on-shift personal in during the operations of 300MW electrical Station. Developed SOP's Standard Operations Procedures.

**H.P. North American Customer Service Center** – Team Lead of the 25 engineer HP PC Server field engineer help-desk. Development of HTML documentation for troubleshooting system hardware for the HELP DESK teams.

**IBM ISSC – State-wide Site Coordinator -** Managed and directed three teams of four engineers during rollout of New Hardware infrastructure and x.25 to Frame relay and the monitoring of same circuits. Develop and documents process and procedures for Network Operations Center.

**IBM GS – Technical Team Lead – IBM PC Company PC Server Customer Support**

Problem resolution Coordination and Management

Business Unit Impact Studies

ISO Change Management Development

Development of Configuration and Performance Management Systems

Development and Documentation of EDRP (Emergency Disaster Recovery/Response Program)

**Core Team Lead for IBM e-Hosting project with Great Plains Software and Microsoft.** Managed and lead seven engineers along with creating documentation and developing process and procedures for operations of Netview and Tivoli monitoring systems to remote customer locations and co-hosting server farm.