

# ANDRE ROWE

## IT Support Specialist • Cloud Infrastructure & DevOps

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### SUMMARY

IT professional running frontline support for a 3,000+ user healthcare enterprise — Active Directory, endpoint fleets, HIPAA compliance — and moving up the stack: PowerShell and Python automation, AWS and Azure cloud projects, AWS Solutions Architect – Associate in progress, and an M.S. in Software Engineering (DevOps) expected 2027. Targeting remote cloud support, systems, and junior DevOps/platform roles.

### CORE SKILLS

**Cloud Platforms:** AWS (EC2, S3, IAM, VPC, CloudWatch), Microsoft Azure (Azure Functions, Cosmos DB)

**Systems & IT Operations:** Active Directory, Windows & macOS deployment/imaging, networking configuration, security & compliance (HIPAA environment), IT service management (ServiceNow)

**Development & Automation:** Python, Bash, PowerShell, JavaScript (React), REST APIs, Git/GitHub

**AI / ML:** TensorFlow, NLP pipelines, LLM & multi-agent orchestration

### PROFESSIONAL EXPERIENCE

#### NYU Langone Health — IT Support Specialist

New York, NY | June 2025 – Present

- Deliver frontline technical support to faculty and staff across medical and academic departments, resolving 50+ tickets per week across a 3,000+ user environment while sustaining 95%+ SLA compliance
- Administer user accounts, permissions, and access controls in Active Directory, supporting security and compliance requirements in a HIPAA-regulated healthcare setting
- Automate recurring Active Directory and endpoint tasks — account provisioning, group membership, software installs — with PowerShell and Bash, cutting per-request handling time by ~40%
- Deploy, image, and maintain Windows and macOS systems and configure networking components across 500+ enterprise endpoints spanning clinical and academic sites

#### DocGo — Supervisor, Medical Transport Operations

New York, NY | Aug 2023 – Jun 2025

- Led a team of 12+ medical transport professionals delivering emergency and non-emergency patient services across NYC in a 24/7 healthcare operation
- Owned scheduling, dispatch coordination, and escalations; streamlined operational processes to improve on-time performance and patient satisfaction

#### Assist Ambulance — Emergency Logistics & Dispatch

New York, NY | Jul 2022 – Aug 2023

#### Pitch (early-stage startup) — Product Manager, Contract

New York, NY | Mar 2022 – Dec 2022

- Drove UX research and product discovery for a collaborative presentation platform — interviews, usability testing, surveys — introducing tooling that streamlined design sprints by ~20%

### TECHNICAL PROJECTS

#### OpenClaw — Multi-Agent AI Orchestration System

In development | andrerowe.com

- Designing an orchestrator-specialist agent architecture in Python using LLM APIs (Anthropic Claude), routing tasks to purpose-built AI agents for automated document generation and workflow execution

#### Project Volta — AI-Driven Battery Grid Balancing

Academic project

- Built a reinforcement-learning simulation (TensorFlow DQN) coordinating Powerwall-class home batteries as a virtual power plant; 30% simulated reduction in peak grid draw

#### Bayou Alert — Real-Time Flood Warning Platform

Academic project

- Developed a React web application on Python (Azure Functions) and Cosmos DB integrating live USGS flood data and Mapbox visualizations for location-specific flood forecasts

### EDUCATION

**M.S., Software Engineering — DevOps Engineering** | Western Governors University

Expected 2027

**B.S., Computer Science** | Southern New Hampshire University

2026

### CERTIFICATIONS

**AWS Certified Solutions Architect – Associate (SAA-C03)**

Exam scheduled September 2026

**Certification path (2026–2027):** HashiCorp Terraform Associate • Certified Kubernetes Administrator (CKA)