# ANDREW FERNANDES SBARBARO

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**Career Skill Highlights**

- Recognized for exceptional critical thinking abilities, quickly resolving technical issues and optimizing complex systems.
- Skilled in leading diverse teams and driving projects from inception to successful completion, enhancing team performance and guiding career progression.
- Demonstrates strong capability in improving operational efficiencies, implementing automated solutions, and managing IT infrastructure across various platforms.

**Relevant Work Experience**

### *For the Badge - Founder, CEO*      *09/2023 - present*
*Remote*

- Spearheads the transformation of an open-source project into a thriving business, currently serving over 100,000 users monthly across 185 countries.
- Architects and develops the core platform, writing high-quality code and implementing robust features that enhance user engagement and functionality.
- Establishes and leads a diverse team of software engineers, content moderators, and design consultants, focusing on scalability and user experience.
- Drives monetization strategies, including the launch of a merchandise line that aligns with our mission and brand, significantly boosting revenue streams.
- Leads a high-impact marketing campaign, resulting in prominent advertising on the Nasdaq board in Times Square and features in top publications like Yahoo Finance and Business Insider.
- Personally manages legal and contractual obligations, ensuring compliance and safeguarding the company's interests.
- Oversees financial operations, including budgeting, accounting, and financial forecasting, positioning the company for sustained growth and profitability.
- Conducts weekly meetings with stakeholders and potential investors, presenting high-level analytics and progress updates to secure and maintain funding.
- Continuously adapts business strategies to maintain a competitive edge and drive company growth.

### *PEAK6 (Labs & Applied AI) - Software & DevOps Engineer*      *05/2022 - present*
*Hybrid - Downtown Chicago, Illinois*

- Placed in a small handpicked team that reports directly to the founders, tasked with agile development of innovative fintech and AI-driven solutions.
- Engineer state-of-the-art applications utilizing a diverse tech stack including Java, JavaScript, TypeScript, Python, Go, React, and Bash.
- Serve as a go-to technical expert within the team, providing daily guidance and troubleshooting support.
- Lead integration efforts for advanced large language models such as OpenAI, Claude, Perplexity, Gemini, Llama Index, and various open-source alternatives.
- Architect and maintain the frontend for our AI-driven Slack bot and chat portal, employing TypeScript, Vite, Docker, and Auth0 for robust, scalable solutions.
- Develop and oversee "Coach Z," a Slack application, including its website, admin portal, backend architecture, infrastructure, logo, graphic design, animations, UX/UI mockups, and marketing initiatives.
- Craft user-facing documentation and manage client onboarding processes to enhance customer experience and satisfaction.
- Build and sustain the infrastructure supporting over five active applications, serving an internal user community exceeding 2,000 individuals.
- Design and implement fully automated CI/CD pipelines using Terraform, Pulumi, and GitHub Actions, enhancing deployment processes and code quality.
- Proactively manage and optimize cloud infrastructure across AWS and GCP platforms, ensuring operational excellence in environments such as EC2, ECS, S3, RDS, Cloud Run, Secrets Manager, and Alloy DB.
- Collaborate closely with software engineers to refine development workflows and testing protocols, substantially improving team productivity and efficiency.

- Administer GitHub repositories, managing access controls and overseeing best practices in branching and tagging.
- Resolved a critical process bottleneck, dramatically reducing build times by 80%, significantly enhancing deployment efficiency.

### PEAK6 - Desktop Support Analyst
06/2021 - 05/2022
Onsite - Downtown Chicago, Illinois
Employed as a Contractor with TEKSystems 06/2021 - 08/2021

- Supported a diverse portfolio of organizations including PEAK6, Apex Fintech Solutions, Evil Geniuses, Poker Power, National Flood Services, Team Focus Insurance Group, We Insure, and Zogo.
- Provided premium white-glove service to C-Suite executives across eight organizations, ensuring optimal service and support.
- Developed and implemented key IT procedures for mergers, acquisitions, and standard operations, enhancing the support framework for all users.
- Managed onboarding and offboarding processes, ensuring seamless transitions for employees across supported organizations.
- Collaborated with the Cloud and Systems teams to automate and enhance support services, significantly improving help desk operations and end-user satisfaction.
- Played a pivotal role in refining support processes, procedures, and documentation, contributing to a more structured and efficient IT department.
- Authored detailed, user-friendly technical documentation in Confluence and Zendesk, standardizing support practices.
- Recommended new software platforms and services, optimizing technology stacks and improving user experience.
- Acted as the primary escalation point for complex technical queries, providing expert advice and solutions daily.
- Conducted regular visits to multiple office sites to oversee and manage end-to-end IT services, including network configurations, desk relocations, and office build-outs.
- Delivered immediate technical support to traders and other key stakeholders, resolving 60-75 complex hardware and software tickets weekly with a 100% success rate.
- Developed and tested management policies with Mac Engineers across three Jamf instances to ensure seamless automation and robust security.
- Innovated and led a new imaging strategy across the organization, automating deployment processes with oversight from the Inventory Manager.
- Administered daily system support for critical IT infrastructure and software including Duo, Okta SSO, Cisco AnyConnect, Netskope, Active Directory, Google Workspace, SCCM, Smart Deploy, Office 365, CUCM, Lansweeper, Zendesk, Jamf, Apple Business Manager, VMware, and Automox.

## Additional Work Experience

### Geek Squad - Advanced Repair Agent
09/2020 - 06/2021
South Elgin, Illinois

### Geek Squad - Consultation Agent
3/2019 to 6/2019 - 11/2019 to 6/2020
Bloomingdale, Illinois

### Best Buy - Customer Service Specialist & Inventory Specialist
8/2018 to 3/2019
Bloomingdale, Illinois

## Certifications

### AWS Certified Cloud Practitioner
Obtained 4/2023 - Exp. 4/2026
Earners of this certification have a fundamental understanding of IT services and their uses in the AWS Cloud.

### Apple Certified Technician
Obtained 5/2019
Certified to complete end-to-end repairs on all Apple iPhones.

## Education

### College of Dupage
### General Education Diploma - 2018
### St.Charles North High School - Freshman/Sophomore - 2016 to 2018