

# Portfolio

# About Me

My career background, skills and experience



Mr. Andy Papanicolaou is an Information Technology (IT) professional specializing in telecommunications, audio engineering, network administration and electronic repair.

Andy has worked in a variety of sectors including the corporate, healthcare, hospitality, and entertainment business. He has worked internationally across a variety of projects in the United States and Europe.

His portfolio highlights his range of skills, experience and professional history.

A great majority of his career portfolio has been additional offers of employment while already working on a project. People are reliably impressed with his technical knowledge, competence and proficiency. As well as his positive, can-do attitude which make him a pleasure to work with while still delivering results. He believes the best recommendation is their repeat business.

If you have a project, and are interested in hiring Andy to solve your issue, please make an enquiry via email on: [Info@we-cy.com](mailto:Info@we-cy.com)

# Deeper Records

Audio Engineer and Studio Manager for an internationally recognized DJ



During the summer of 2004, Andy attended Roxy nightclub in Manhattan to listen to his favorite DJ, Jonathon Peters. During a chance meeting with an acquaintance working security in the VIP section, he was introduced to Jonathan in person.

Jonathan was having issues with his DJ equipment. Using his expertise and knowledge Andy fixed it on the spot. Impressed with his skill set, Andy was invited to attend the DJ's studio.

Jonathan had a device to control his studio speaker equalizers wirelessly with an RS232 port. He said he brought in a few professionals to try to connect it, but they were all unsuccessful. Andy began working on it and had it operational the following day.

This led to a further collaboration with the DJ through Jonathan Peters Enterprises and Deeper Records when Andy became the Audio Engineer and Studio Manager. During his time there he worked on production and remixed prestigious artists such as Whitney Houston, Madonna, Lady Gaga, Shakira, Christina Aguilera, Alicia Keys, Kelly Glover, Sylver, Bonnie and many more.

His responsibilities included:

- Creative license on developing new music for singers
- Creative license in remixing music for popular singers.
- Producing performance-ready new music for Jonathan Peters to use at live venues
- Building and maintaining the DJ booth, which was featured in 'Club Systems Magazine'.
- Book clients and make sure all equipment was running for client sessions.

Andy is resourceful and well-connected to various other professionals in the business. Where the need arises, he is able to draw on these connections to support his work. For example, in creating the DJ booth for Mr Peters, Andy drew on his connections in the steel industry, requesting a bespoke and customized metal cases with brackets and shelves to house the equipment and reinvent the DJ booth.



# Repair Your iPhone (RYI)

Independent Electronics Business specializing in technical repairs



## RepairYouriPhone.com

Andy has a range of technical electronics skills. As well as applying them to equipment for music production, he is also capable of delivering telecommunications repair work.

Andy put his skills and entrepreneurial spirit to use in opening up his own shop specializing in iPhone repairs and sales. Initially he began purchasing broken iPhones, repairing them and then reselling them for a profit via his website.

Realizing that inquiries for repairs outstripped purchases he decided to open up an iPhone repair shop, which was a great success with many repeat and frequent customers.

As Andy was a pioneer, when he set up his repair shop, he was only aware of one other iPhone repair company in the United States. As time went on the market became more competitive, and less rewarding, so Andy decided to switch his talents elsewhere.

# ECG Pediatric Clinic

IT Systems Support to Medical Professionals



Dr. Christian Gauderer Head of Staff

While running his iPhone repair business, Andy met Dr. Gauderer, the head of a pediatric clinic in Fort Lee, NJ. He was a frequent customer he would bring his family's and co-workers iPhones in for repair.

Andy began working for the clinic as their IT manager. The position lasted 12 years before the clinic relocated abroad. His primary aim during his employment was utilizing technology to support doctors to improve their productivity.

While working for the clinic he employed his IT skills to create a network for them, maintained their domain controller, file server and managed system backups. He also collaborated with the clinic staff to develop a database for doctors to process, share and look up data more quickly. By utilizing technology, Andy was able to support the medical team to deliver better treatment to more patients in less time.

During his time at the clinic Andy demonstrated competency working with a variety of IT services including:

- Router utilization to create a local network
- Creating local servers
- Automating system backups
- Establishing a Voice over Internet Protocol (VoIP) system on mobile devices
- Creating workstations
- Selecting and implementing a video conferencing platform for the medical team



# Ironstate Development

IT Support for Real Estate Giant



Ironstate Development are the owner, and manager of innovative, large-scale real estate developments in New York and New Jersey.

At Ironstate, Andy performed the function of their Network Administrator/Field Technician and also provided Helpdesk support.

He demonstrated flexibility in his working pattern to travel to various sites across New Jersey and Manhattan, New York. His role involved supporting employees with a variety of computer and IT issues.

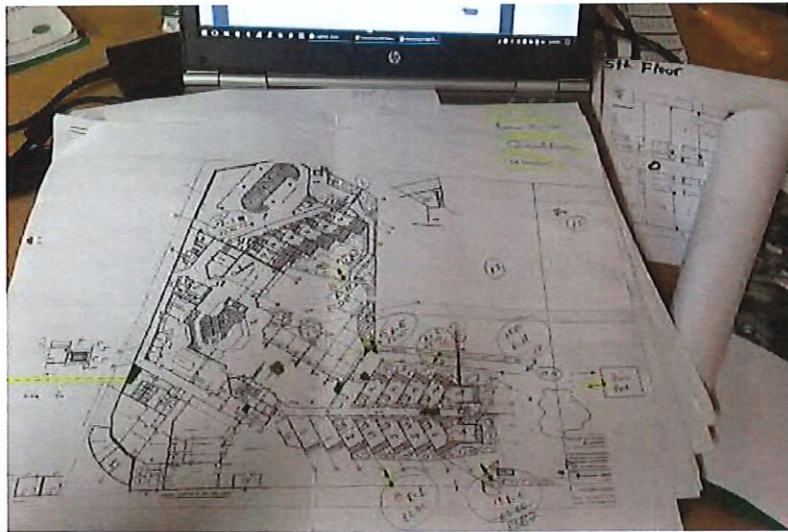
Andy is familiar with a range of Property Management Software (PMS) having utilized several across a range of sites. He is most familiar with Yardi Voyager and Management Plus. However, given his background and abilities as a quick learner, can comfortably and quickly adapt to a variety of software packages.

Andy further demonstrated his range of technical knowledge as well as his ability to train others, when he assisted the finance function of the business by training accountants in Timberline and Sage software. He is also well adept at a building range of audio and visual systems, having created such systems for tenant media rooms in this position. He is familiar with the research, design, implementation and maintenance of the following IT systems, hardware and infrastructure:

- Routers
- Access Points
- Switches
- Windows Servers
- Workstations
- Active Directory
- File Server Storage
- Tablet and Smartphone support
- POS Systems
- Hotel Keycard Systems
- IP Mapping
- Public PCs
- Printers
- VoIP Phone Setup
- Projectors
- Speakers
- Video Equipment
- Gaming systems

# Macotel Telecommunications

Building Effective and Tailor-Made Enterprise Wifi Networks



Andy has applied his skills on a worldwide scale and is not afraid of travel for the right job.

His role with Macotel Telecommunications took him to Cyprus (Greece) to support the building of Enterprise WiFi networks for hotels across the country. His role involved design, planning, and implementation of a WiFi network across the entire hotel. This involved surveying the property for appropriate equipment locations and interpreting the blueprints. His aim was determining the best way to maximize WiFi coverage so that guests and staff in every room, beach, pool area, restaurants, kids centers, amenities, staff room, and even the bathrooms had superior coverage.

Once developing the plan for the hardware and logistics for the placement of the equipment, Andy and the team would create the network. This involved running up to 3 miles of cable in some instances, as well as installing cabinets and switches to support the network.

Using his IT knowledge, he was able to bring this project to life by:

- Programming each access point with its own static IP address
- Creating names for each access point
- Programming antennas and inputting all information from the access points into the Axence network monitoring software. Proactive monitoring of the network means that if any access point has technical issues IT receive notifications and can be deployed to repair.
- Installing Mikrotik and Nomadix routers to allow HTML website sign in to the network. Each site was designed by Andy using a room number and last name of the guest or a staff username and password.

During his work for the hotel, his remit spanned beyond simply the WiFi infrastructure. Andy and the team provided Helpdesk support for hotel staff, accounting departments, front desk, management and business centers. They also installed PBX and VoIP telephones systems to allow effective communication both internally and externally. Andy was instrumental in installing, configuring and maintaining the following hardware systems in the hospitality sector:

- Digital Signage Systems
- POS Systems
- Security Cameras
- DVR and Cloud Recording
- PBX Systems (Officeserv and Matra)
- VoIP Systems
- Servers
- Access Points
- Routers
- Firewalls
- Architectural design
- Cable Structuring
- Access Points
- Long Range Bridges



# Grecian Hotels

Complete Refit of Entire IT Infrastructure



During his collaboration with Macotel Telecommunications, Andy worked with their client, Grecian Hotels. Grecian Hotels consists of 4 international hotels; 3 of which are located in Cyprus and 1 in London. All hotels hold a 5\* rating, and expect exceptionally high standards of workmanship and professionalism.

While working with Grecian Hotels, they were in the process of updating their entire I.T system and lacked an I.T Manager to oversee the upgrade. The CEO personally called Andy and offered him the position.

His duties involved a teardown and rebuild of the I.T system for the entire company.

This involved:

- Removing the old servers, firewalls and switches.
- Working to the constraints of a fully functioning hotel; avoiding any down time by working unsocial hours.
- Sourcing and hiring a company with an excellent reputation for network security to handle server installation and configuration.
- Creating a VPN for all 4 hotels.
- Upgrading the system to a new PMS called Fidelio (Oracles Opera).
- Changing the POS to Micros, which was a package deal with Fidelio/Opera.
- Developing the company's active directory.
- Identifying issues with email system and migrating the company to Microsoft Office 365, resolving the issues in the process.
- Reformatting and renaming every workstation.
- Removing unnecessary software (bloatware) and unnecessary files on workstations.

In order to deliver these necessary upgrades to the hotels, Andy was required to implement a range of IT services. These included:

- Domain Controllers
- File Servers
- 24/7 Remote Support
- Data Server Backups via Hardware and Cloud
- Build Enterprise Wi-Fi Networks For 5 Star Hotels
- Workstation Support and Maintenance
- Fidelio, Opera, Theova PMS Support
- Business Center and Conference Room Support and Maintenance
- Maintain Ticketing System via Freshdesk
- Virtual Private Networks
- Repair Network and Database Issues
- Micros POS System Installation and Support
- Ving Keycard Systems & FOB Chipsetup
- VoIP and Video Conferencing
- Employee Training Classes
- Active Directory
- Security Camera Installation
- Consult on Technological Purchases



## ANDY PAPANICOLAOU

I.T. Director

### CONTACT

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201-472-0296

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<http://apapaport.com/>

EMAIL ADDRESS:  
[info@We-Cy.com](mailto:info@We-Cy.com)

Dear Recruiter,

Please find enclosed my CV for your consideration. You may also find my online portfolio, available at the website below, of value in your decision-making process.

As you will see I have extensive knowledge and experience spanning some 15 years in the IT, and electronics industries. The last 7 of which have been at a managerial and director level.

My career has covered designing, creating and maintaining a large range of IT infrastructures across a variety of business sectors including the hospitality, medical and telecommunications sectors. I have also worked with electronics, and audio/visual projects both in the music industry and through my own private business.

I am determined to achieve positive outcomes for all my clients, and specialize in solving IT problems previously deemed unsolvable.

If you would like to discuss any opportunities you may have, or need any further elaboration on my services or credentials then please don't hesitate to get in touch.

Yours Sincerely,

Mr. Andy Papanicolaou





# ANDY PAPANICOLAOU

## IT DIRECTOR

### PROFILE

I have worked across a variety of commercial, private and entertainment sectors providing Director level guidance with a range of information technology support. This has ranged from telecommunications design, installation and maintenance to electronics repair. My career has spanned over 15 years in the IT sector, the last 7 of which have been in a managerial position.

### CONTACT

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### LANGUAGES

English – Native Speaker  
Greek – Native Speaker

### EDUCATION

**Northern Kentucky University, Highland Heights, Kentucky, USA**  
2000- 2004  
Bachelor of Science Degree  
Information and Systems Administration

**PC Tech, New York City, New York, USA**  
2009 – 2010  
Microsoft Certified Systems Engineer  
A+ Accreditation

### WORK EXPERIENCE

**Grecian Hotels Enterprises, I.T. Director**  
**Multiple sites across Cyprus and London, UK**  
2017-Present

I oversee the design and installation of the entire IT infrastructure for the hotel chain across 3 sites in Cyprus and 1 in London. I also provide ongoing IT maintenance and support for the sites 24/7. This includes the IT systems to operate the running of the hotel function (including data servers, accounting software, domain controllers, file servers), as well as security systems (swipe card access, CCTV systems).

**E.C.G. Pediatric Clinic LLC, I.T. Director**  
**Fort Lee, New Jersey**  
2007-2019

I built and maintained complex medical database and networks for the clinic. I redesigned the records network to allow medical professionals to access patient data in a timely manner, as well as installing, upgrading and maintaining all the medical hardware and software on site. I provided advisory support for any new essential IT purchases, as well as ongoing remote support with software, network and hardware issues.

**Macotel Telecommunications, Chief Information Officer**  
**Larnaca, Cyprus**  
2015-2017

System designed, planned, installed and maintained the IT and security infrastructure for the company. This included building and maintaining the enterprise WiFi network, installation and configuration of Cisco routers, switches and Microsoft servers as well



## ABILITIES

- Team leadership
- Creates supportive team environment
- Excellent interpersonal skills
- High-level problem-solving skills
- Excellent proficiency in written and spoken communication
- Identify need & procure IT equipment
- History of solving novel and atypical problems where others have failed
- Fast adaption to new technologies
- Create bespoke technology
- Fast data processing and application
- Training of others in software use to maximise productivity
- Track record of meeting and exceeding deadlines and expectations

purchases and offered ongoing remote assistance for all and any IT issues experienced by staff.

### **Ironstate Development, System Administrator Hoboken, New Jersey 2010-2013**

I managed all aspects of servers and workstations including Citrix servers with Xenapp and all virtualized software. I worked extensively with Yardi voyager 6 & 7S including the installation and set-up of the system across the entire network. This included configuring browsers for the system, setting it up on mobile devices as well as YSI client software, and providing staff support. I also managed regular maintenance of core business IT functions by installing print drivers made sure workstations were able to print and run reports, backed up all servers with Arcserve software via tape and disc drives, and utilized Management Plus Government Section 8 (HUD) software. I was also a field technician for a variety of Ironstate properties to problem-solve their issues on an ad hoc basis.

### **RepairYouriphone.Com, Owner Edgewater, New Jersey 2009-2011**

I provided professional repairs to electronic devices and laptops in my own privately-owned business. Performed all the business needs of the company from accounting, ensuring the networks and systems ran efficiently to delivering the repairs themselves. As an additional revenue stream, I also created and maintained networks and databases for local businesses.

### **Jonathan Peters Enterprises/Deeper Records, Studio Manager/Studio Engineer New York, New York 2004-2009**

I was responsible for installing and maintaining the audio and video software and hardware equipment for the studio. In addition I also designed and created the DJ equipment set up. I had managerial responsibility for the running of the studio which involved artist booking, responsibility for the technical and media live streaming systems, as well as having overall veto on the business and creative direction of the studio. To support the IT function of the studio I designed, built and managed its own network using OSX and Windows servers, as well as maintaining a 30TB database of content.

## SOFTWARE AND HARDWARE SKILLS

- Mikrotik, Cisco ISA, RV, ASA, Apple Firewalls and Routers
- Ubiquiti, Cisco and Apple Base Station access points
- TP-Link hardware and software
- Microsoft Access and Exchange
- Website design, knowledge of html, php, java and apache web server
- Macintosh OS X Expert
- Microsoft Windows Server (all versions)
- Knowledgeable in most remote applications
- Microsoft Office and Office for Mac, Office365
- DOS, Windows (all versions), Linux, Cisco IOS, RouterOS
- Fluent in most Voice Over IP Systems and PBX Systems
- Citrix Xenapp, VMWare and Parallels Virtual capabilities

- Microsoft Azure
- Amazon Web Services (AWS)
- Axence NetTools
- iOS, Android, Windows & Blackberry Mobile
- Samsung Officeserv
- Procomm+
- Comcap
- Fidelio/Opera PMS
- Theova PMS and Accounting Software
- Yardi Voyager (7S) PMS
- Sage Accounting Software
- Timberline
- Micros POS Systems
- Veeam Backup
- Arcserve Backup