

ANDREW ASHBURN

TECHNICAL PROJECT MANAGER | ENTERPRISE IT DELIVERY | SECURITY & COMPLIANCE

Greater Fayetteville, AR Area | ashburn.andrew@outlook.com | linkedin.com/in/ada11

PROFESSIONAL SUMMARY

Technical Project Manager with progressive experience leading enterprise IT, infrastructure, security, and compliance initiatives. Skilled at turning ambiguous priorities into structured execution plans, establishing ownership and milestones, managing risks and dependencies, and coordinating technical and business stakeholders through implementation and operational transition. Background spans endpoint and security rollouts, audit readiness, distributed technology environments, process improvement, and IT operations leadership.

CORE COMPETENCIES

Technical Project Management • Enterprise IT Delivery • Infrastructure & Endpoint Programs • Cybersecurity Projects
Cross-Functional Leadership • Risk & Issue Management • Stakeholder & Executive Communication • Vendor Management
Implementation Planning • Change & Operational Readiness • Jira / Agile Work Management • PCI DSS / SOC 2

PROFESSIONAL EXPERIENCE

Brandt Information Services | October 2019 - Present

Project Manager - Technical Projects

January 2025 - Present | Greater Fayetteville, AR Area

- Own cross-functional delivery of enterprise IT, security, and compliance initiatives, translating business priorities into execution plans with defined scope, owners, milestones, dependencies, risks, and executive reporting.
- Directed the enterprise Windows 11 migration and device-refresh program, coordinating phased rollout schedules covering 137 software upgrades and 40 hardware replacements while managing exceptions and readiness decisions ahead of Windows 10 end-of-life.
- Managed phased CrowdStrike endpoint-security deployment to 208/208 internal Windows endpoints and 177/178 field endpoints, coordinating stakeholders, rollout sequencing, issue resolution, and Mac deployment activities.
- Built and managed an approximately 110-item SOC 2 evidence-request tracker across CC1-CC9, delegated evidence ownership across teams, and drove audit-readiness work through report issuance.
- Coordinated late-cycle 2025 PCI DSS evidence collection, ownership, deadlines, and auditor support through a completed assessment with no findings and no listed compensating controls.
- Co-managed the 2026 PCI DSS assessment process with Security, structuring evidence requests, owner assignments, progress tracking, and auditor coordination through successful completion and AOC issuance.
- Led evaluation, commercial negotiation, and implementation planning for Vanta as the company GRC platform, including vendor selection, contracting, implementation kickoff, and custom-framework onboarding.

Brandt Information Services (continued)

IT Manager

March 2022 - January 2025 | Greater Fayetteville, AR Area

- Led a multi-state endpoint security removal and patching program covering 1,261 systems across Kansas, Idaho, Iowa, and Tennessee, establishing procedures, client approvals, phased rollout, and progress reporting.
- Owned equipment-side planning and logistics for Project Nexus, developing milestones, assigning work, coordinating dependencies and contingencies, and supporting project completion and operational handoff.
- Managed a 50-unit deployment wave within a statewide Florida self-service kiosk rollout, coordinating hardware preparation, assignments, support readiness, and transition into the support model.
- Managed a remote technical team supporting customer-facing infrastructure across multiple environments while balancing service continuity, project work, vendor dependencies, and contractual obligations.
- Standardized work management and operational reporting through Jira-based workflows, improving visibility into ownership, backlog, delivery status, and team capacity.

Equipment Manager

September 2020 - March 2022 | Tallahassee, FL

- Initiated and designed the Equipment team work-management modernization from Trello to Jira and Snipe-IT; formalized workflows, backlog structure, asset-management standards, metrics, and team training, and was assigned the Project Manager role in Jira.
- Planned and coordinated a South Carolina card-reader go-live involving 29 devices, creating and delegating the work breakdown structure across testing, shipping, dependencies, vendor returns, and post-launch support.
- Led hiring, onboarding, training, and supervision of Tier 1 and Tier 2 technicians supporting multi-state production environments and state-agency technology programs.
- Developed predictive staffing and workload models to forecast support demand and improve workforce planning against contractual service-level requirements.

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- Authored deployment and support documentation and implemented standardized terminal-management policies in Kaseya VSA to improve consistency, uptime, and operational continuity.

Equipment Technician

October 2019 - August 2020 | Tallahassee, FL

- Managed inventory, maintenance, quality control, and deployment readiness for client hardware including thin clients, POS systems, printers, and related equipment.
- Implemented software-based asset management and KPI tracking to improve equipment visibility, accountability, and support-performance measurement; created training and support materials for Service Desk teams.

EDUCATION & PROFESSIONAL DEVELOPMENT

Florida State University | B.S., Interdisciplinary Social Science | Certificate, Emergency Management | August 2026

Tallahassee State College | A.A., Political Science and Government

Additional training: Lean Six Sigma Yellow Belt; FEMA Independent Study coursework in incident command, emergency management, exercises, and national response frameworks; Kaseya Certified Technician.