

**From:** [REDACTED]  
**To:** [Carly Antonellis](#)  
**Cc:** [Robert Pontbriand](#)  
**Subject:** Re: Rate Review Committee - Open seats  
**Date:** Wednesday, September 13, 2023 5:34:15 PM  
**Attachments:** [REDACTED]

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Hi Carly!

My apologies for the delay - between seeing the kids off to school and a funeral in Atlanta, I've had little time to re-do my neglected resume. But here it is, refreshed and attached! My letter of interest is as follows (please let me know if you need this in a separate document, or if this will suffice):

Members of the Select Board,

I am writing to express my interest in a seat on the Rate Review Committee. Since moving to Ayer five years ago I have been looking for opportunities beyond Town Meeting to get involved in the administration of our fine community, and I believe this is the time and opportunity I have been waiting for. I sincerely appreciate the thought and consideration the committee exercises to ensure rates remain affordable to the townspeople, while simultaneously ensuring the fiscal health of our town and its operations. It would be a privilege to participate!

I greatly appreciate your time and consideration, and look forward to hearing from you soon.

Best regards,

Andy Loven  
[REDACTED]

On Fri, Sep 1, 2023 at 1:05 PM Carly Antonellis <[cantonellis@ayer.ma.us](mailto:cantonellis@ayer.ma.us)> wrote:

Good Afternoon Andy -

Thank you for your interest. Could you please send a letter of interest and resume to me? From there, we will forward your appointment request to the Select Board, which can be taken up at the September 19, 2023 meeting.

Thanks again!

*Carly*

Carly M. Antonellis  
Assistant Town Manager  
Town of Ayer  
1 Main Street  
Ayer, MA 01432  
978-772-8220 x100

 Please consider the environment before printing this email.

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**From:** Andy Loven [REDACTED]  
**Sent:** Friday, September 1, 2023 12:51 PM  
**To:** Carly Antonellis <[cantonellis@ayer.ma.us](mailto:cantonellis@ayer.ma.us)>  
**Subject:** Rate Review Committee - Open seats

Hello,

I am writing to express my interest in serving on the Rate Review Committee. Please let me know if I can support!

Best,

Andy Loven  
[REDACTED]

# Andy Loven

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## Experience

### IAM Engineer | Boston University | Jan 2022 – Present

- Successfully designed, deployed, and maintained IAM solutions for a community of hundreds of thousands of identities, ensuring secure and efficient access management for users, applications, and resources.
- Configured and integrated SSO solutions like SAML, OAuth, and Shibboleth to enhance user experience and strengthen authentication mechanisms.
- Managed MFA strategies to enhance security, balancing usability and protection through methods such as SMS, TOTP, and biometrics.
- Conducted regular access reviews, audits, and compliance assessments to meet industry regulations (e.g., GDPR, HIPAA, SOC 2) and internal security standards.
- Collaborated with cross-functional teams to integrate IAM solutions with various enterprise systems, including cloud services (e.g., AWS, Azure, GCP), LDAP, Active Directory, and on-premises applications.
- Utilized scripting languages (e.g., Python, PowerShell) and automation tools to streamline IAM processes and reduce manual tasks, increasing efficiency.

### HR Business Analyst | Boston University | Mar 2016 – Jan 2022

- Provide analytical support to HR Staff and internal University clients, and serve as an SAP HCM system expert.
- Document and formalize business policies as they pertain to BU's HR business practices and integrate these policies with our business systems.
- ServiceNow administrator for HR; Configuration and customization of the ServiceNow system including workflows, templates, and reporting.
- Develop automated solutions to ensure timely delivery of reports and dashboards to meet identified business & compliance goals.
- Responsible for administration of HR's web presence (Public HR site on Wordpress, SharePoint administrator for internal HR sites, and an HR Systems documentation site built on mkdocs).

- Perform user acceptance testing for support packs, defect corrections, and system enhancements.

## HR Generalist & Business Partner | IKEA | Feb 2010 – Mar 2016

- Coach, advise, support, and train managers on HR issues, regulations and responsibilities, including investigating and resolving allegations, charges and complaints.
- Manage the administration of the co-worker handbook and human resource policies, procedures and programs.
- Support career development of co-workers and managers through training, counseling, and guidance.
- HRIS administrator for Stoughton location (approximately 400 co-workers).

## Education

### Northeastern University | 2003 – 2008

Bachelor's of Science in Business Administration – Conferred January 2008

- Concentration: Entrepreneurship & New Venture Management
- Other areas of focus for study & research: Organizational Behavior, Management Information Systems
- Co-operative Employment Experiences at the Boston Beer Company (Samuel Adams Brewery) and Northeastern University Student Center Operations
- Recipient of Merit Scholarship all semesters (awarded to top 10–15% of applicant pool)
- Dean's List several semesters

## Recent Projects & Accomplishments

### IAM Lifecycle Management Project | 2016 – Present

Business Analyst 2016 – 2022, IAM Engineer 2022 – Present

Boston University has relied on a rudimentary mainframe-based identity solution that was developed in-house decades ago. This project seeks to replace this system, ensuring the ability to rapidly and securely provision new services by deploying industry standard Identity and Access Management infrastructure, including federated identity capabilities. I have been directly contributing to the development and implementation of RadiantOne FID, SailPoint IdentityIQ, and Shibboleth.

### Adapting to COVID | 2020 – 2022

Business Analyst

The COVID-19 pandemic required the rapid development of solutions to meet the needs of our University clients. I performed UAT of new absence types for COVID-related absences in SAP HCM, assisted with design and testing of custom infotypes (Testing category, Compliance status, and Vaccination status), and developed a python program for COVID-19 Testing Compliance Monitoring that generated and distributed weekly reports to all University departments.

### Terrier eDevelopment Project | 2017 – 2018

Business Analyst

Terrier eDevelopment is Boston University's LMS for faculty & staff. I worked on the design of the flat file used for the nightly data transfer process, ensuring all necessary PA and OM data would be populated in the SumTotal-based system.