Andres Lopez

Software Engineer

Email |Github |Linkedin

(470) 918-4104

Summary

Developing Software Engineer with IT background experience. Transitioning to Front-end development specializing in creating and maining better code base for reusability and finding ways to maximize efficiency. Passionate about learning and development with a desire to apply skills on a professional setting.

Experience

IT Support Specialist   12/2021 - Present

Lovett

- Performed network, software and hardware troubleshooting via in-person or remote and maintaining a solution rate of 95%.
- Created knowledge base articles for escalated complex hardware and software issues.
- Led the rollout of MacOs upgrade project for 300+ machines within 3 months with minimal disruption.
- Conducted training sessions for end-users on new technologies and software applications.

IT Support 2   01/2021 - 11/2021

Insight Global

- Provided tier 1 and tier 2 technical support to 300+ employees across multiple locations.
- Managed and monitored ServiceNow/Jira ticket system, ensuring timely resolution.
- Equipment and software deployment . Setting up workstations and deploying software and applications for new and current users using Active Directory, and Jamf.

Support Center Analyst   12/2019 - 12/2020

Rollins

- Supported devices through AirWatch, Intune, and Jamf.
- Offered white-glove technical assistance to executive leadership and end-users.
- Used SCCM for efficient software deployment, which reduced deployment time by 38%.
- Collaborated closely with other IT teams to ensure comprehensive user support.

Education

Atlanta Technical College : *Computer Science*

YearUp: Year Up is a one-year career development program;the program includes college-level courses,professional training,and a six month internship. • Accrue 800+ hours of hands-on training in IT Help desk, Professional Skills, and Business Communication with specialized training in IT helpdesk.

Responsive Web Design FreeCodeCamp: built web pages: HTML (Hypertext Markup Language) for content, and CSS (Cascading Style Sheets) for design.

C# with Microsoft Developer Certification: Successfully completed the Foundational C# with Microsoft Developer Certification course. Comprehensive introduction to C# programming, covering its core concepts, syntax, and practical application in software development.

Skills & Interests

Web Development: HTML5, CSS
Programming languages: Javascript
Version Control: GitHub
Tools & Software: VS Code , Adobe PhotoShop

Languages: English , Spanish