Andres Lopez

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Summary

I excel at finding solutions in the enterprise and SaaS space, enhancing user interface experiences for end-users through exceptional IT customer service. I provide strong leadership while fostering collaboration and innovation within teams!

Experience

IT Support Specialist   12/2021 - Present
Lovett

- Performed network, software, and hardware troubleshooting in-person and remotely, achieving a solution rate of 95%.
- Created knowledge base articles to improve user experience for complex hardware and software issues.
- Led the rollout of a macOS upgrade project for 300+ machines within 3 months, ensuring minimal disruption to user workflow.
- Conducted training sessions for end-users on new technologies and software applications, emphasizing usability and user-centered design principles.

IT Support 2   01/2021 - 11/2021
Insight Global

- Provided tier 1 and tier 2 technical support to 300+ employees across multiple locations, focusing on enhancing user satisfaction.
- Managed and monitored ServiceNow/Jira ticket system, ensuring timely resolution and a seamless user experience.
- Deployed equipment and software using Active Directory, and Jamf, setting up workstations with a focus on ergonomic design and user-friendly interfaces for new and current users.

Support Center Analyst   12/2019 - 12/2020
Rollins

- Supported devices through AirWatch, Intune, and Jamf, enhancing the overall user experience and device usability.
- Offering white-glove technical assistance to executive leadership and end-users, prioritizing a user-centric approach.
- Utilized SCCM for efficient software deployment, reducing deployment time by 38% and improving user engagement.
- Collaborated closely with other IT teams to ensure comprehensive user support, incorporating feedback to inform design improvements.

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.

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skills

Web Development: HTML5, CSS, JavaScript
Version Control: GitHub , VS Code
UX Design Principles: User-centered design, usability testing, prototyping, Adobe Suite , User Research

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Languages: English , Spanish