Andrew Henderson

Sand Springs, OK • 918-510-4809 • Andrew.Henderson1993@outlook.com

LinkedIn: linkedin.com/in/andrew-v-henderson • GitHub: github.com/Anhender1993

Education

Atlas School, Tulsa, OK

Systems Engineering Certificate, Expected 2026

20-month, project-based program covering Linux/Windows administration, networking, APIs, scripting, cybersecurity, agile workflows, and full-stack development

Relevant Experience

Apple, Tulsa, OK — Technical Specialist (Oct 2022 – Oct 2024)

- Resolved macOS/iOS issues including diagnostics, OS errors, network connectivity, iCloud, and Apple ID
- Completed device setup, data transfer, and OS updates
- Documented troubleshooting steps and supported engineering escalations
- Maintained high customer satisfaction scores in a high-volume environment

Product Zone Specialist (Aug 2021 – Oct 2022)

- Guided customers through device onboarding, feature configuration, and accessibility setup
- Performed basic troubleshooting for account and performance issues

Microsoft, Tulsa, OK — Technical Associate & Event Coordinator (Oct 2014 – Mar 2021)

- Reimaged 50+ Windows devices monthly using standardized imaging tools
- Supported OS installs, updates, authentication, and software troubleshooting
- Provided on-site and remote technical support for live events and store operations
- Maintained 90%+ CSAT scores and trained new associates across multiple regions

AT&T, Tulsa, OK — Consumer Sales Consultant (Mar 2021 – Aug 2021)

- Assisted customers with device setup, connectivity troubleshooting, and account configuration
- Explained network features and technology upgrades

Other Experience

Hot Topic, Tulsa, OK — Keyholder (Jul 2025 – Present)

- Trained new associates; managed SharePoint usage, reporting, and store operations

Sears, Tulsa, OK — Electronics Sales Associate (2013 – 2014)

- Assisted customers with technology products and performance comparisons

Projects

Discord/Twitch Bot (Python) — Developer

- Built automated bot for Discord/Twitch including role assignment, XP system, and moderation tools

Coding Launcher App (C#) — Developer

- Created Windows utility that automates launching development tools and environments

Taste-Grabber Recipe Analyzer — Full-Stack Developer

- Developed API-driven app analyzing recipes and flavor patterns using Spoonacular API

Technical Skills

C/C++ • JavaScript • HTML/CSS • Git • REST APIs • Windows • macOS • Linux • DNS/DHCP/ TCP/IP • Microsoft 365 • Azure Fundamentals • Apple Diagnostics • OS Imaging • Hardware/Software Troubleshooting