Andrei Andronescu

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720.206.5498

End-user support and IT professional with an analytical and pragmatic approach to technical hurdles. Manages client and business relationships through skilled service and highly personable demeanor.

Skills

- Customer service
- Computer tutoring/education
- Technical writing and reporting
- Platforms: MAC, Windows 10 and previous, Linux, Windows Server & AD
- Hardware: desktops, laptops, tablets, peripherals
- Networks: TCP/IP, LAN, WLAN

Experience

Owner, PC-resQ, LLC – Seattle, WA and Lakewood, CO
September 2010 to present

- IT consulting and computer maintenance and repair services for small businesses and residential clients of all skill levels.
- Services include: software installation and troubleshooting; hardware deployment, maintenance and repair; data recovery.
- Large migrations and/or deployments for corporate/commercial clients in various settings, including as lead technician.
- Installation of CCTV systems and associated network cabling in commercial and retail environments.
- Continuous education on technological advances and security threats.
- General client management expertise, including excellent post-service follow-up, cultivating long-term client relationships generating numerous referrals, and earning over 100 five-star reviews across rating platforms.

Environmental Consultant and IT Staff, Schafer Environmental Consulting – Lakewood, CO
June 2019 to present

IT Staff
- Manage office Synology NAS: created initial operating budget; installed and maintained solution per file access and ease-of-use requirements; configured redundancy drive; scheduled local snapshot replication, cloud backup and VPN access.
- Performed inventory of local PCs including all technical specifications.
- Ongoing general IT support and education.

Environmental Consultant
- Create various technical reports from field findings and laboratory results. Assist with proposal development.

Environmental Scientist/Professional, Kumar & Associates – Denver, CO
June 2014 – May 2019

- Performed Phase I/II Environmental Site Assessments & Limited Subsurface Investigations per industry standards. Compiled technical environmental reports presenting analytical data, investigation findings and recommendations.
- Operated without a department manager and direct oversight for approximately two years, working alongside another junior scientist.
- Executed projects from initial client contact, budgeting and proposal through completion of project and issuance of technical report.
- Obtained Professional industry title through experience and industry certifications requiring education and evaluation. Maintained certifications annually through CE courses and evaluations.
- Interacted with federal and state environmental agencies (EPA, CDPHE) in various capacities, including on behalf of clients.

Data Center Field Engineer, Akamai Technologies – Denver, CO
March 2013 – October 2016

- Physical installation and maintenance of data center infrastructure including severs, switches, routers, fiber and copper cabling.
- Supported data center deployments and decommissions.
- Resolved server hardware and network infrastructure failures.
- Tracked tickets via technician web portal.
- Worked with off-site engineers to troubleshoot and configure equipment.

Education
BS – Environmental Science, Multidisciplinary, Metropolitan State University of Denver, 2013.