

# ANDREW MCMANUS

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## Professional Summary

Focused Audiovisual Technician actively seeking opportunity to apply fifteen years of experience to new role. Bringing excellent organizational skills and the desire to grow with focused team.

## Skills

- Student supervision
- Skills strategies
- Autism and spectrum disorders
- Conflict resolution techniques
- Desktop support
- Customer service expert
- Technical documents comprehension
- Application support
- Software diagnosis
- System backups
- Configuration Management
- Remote access technology
- Camera and sound crew
- Fast learner
- Digital video production process
- Skilled multi-tasker

## Work History

Special Education Paraprofessional, 12/2016 to Current

Burton Valley Elementary – Lafayette, CA

- Goals met with 100% of students worked with
- Supported teacher in development of individual learning strategies.
- Maintained positive attitude and affirmatively communicated with each student.
- Provided student support through special accommodations, extra assistance and assessments.

Helpdesk /AV Support, 07/2014 to 12/2015

Diablo Valley College – Pleasant Hill, CA

- Helped roll out new Windows 7 machines, provided technical support for a wide range of legacy equipment
- Handled technical troubleshooting within enterprise environment ie. system crashes, slow- downs or data recoveries.
- Set up microphones, ran audio mixer for various events.
- Engaged end users, answered questions via email, phone, website, live chat or forums.
- Provided basic end-user troubleshooting , desktop support on Windows or Mac systems.

Neighborhood Computers, 02/2014 to 06/2014

Helpdesk Support – Moraga, CA

- Managed accounts and properly maintained OU container using Active Directory.
- Provide technical support for: Windows 7, Windows XP, Windows Server 2008, MS Office 2013/2010.
- Routinely exceed call-handling goals, closing average of 20 calls per day (20% above quota) with 75% first-call resolution ratio average talk-time of 5.5 minutes - well below 7 minute goal.
- Partner with Tier III help desk peers to resolve complex problems that required escalation.
- Provide detailed descriptions of issues in trouble ticket system follow up diligently to ensure swift resolutions.
- Conducted in-depth product issue resolution research to address customer concerns.

Helpdesk Support/PC Technician, 03/2011 to 11/2013

JFK University – Pleasant Hill, CA

- Provide desktop support for over 140 clients in greater East Bay.
- Support and maintain legacy Audio/Visual equipment.
- Evaluate technical issues, solving customer concerns, and providing services in efficient and courteous manner.
- Support Google Apps transition, and create training documents for end users.
- Utilize remote desktop support, Logmein, or Kaseya to assist users.
- Convert physical server to virtual sever via VMware.
- Manage group policy and active directory functions.
- Image hundreds of computers using Norton Ghost.

Systems Technician, 02/2008 to 05/2009

PCI Computers – Chico, CA

- Responsible for installation, configuration, troubleshooting, support and maintenance of PC hardware
- Create and disable user accounts.
- Reset and change passwords.
- Assigned IP Addresses to network printers.
- Provide installation upgrade services for hardware and software, diagnose end user system failures and implemented repair solutions, as well as troubleshot network devices onsite.
- Resolve network connectivity issues.
- Create and escalate tickets appropriately.

Education

Bachelor of Arts: History, 2010

California State University - Chico, CA

Associate of Arts: History, 2006

Diablo Valley College - Pleasant Hill, CA

June 2004

College Park High School - Pleasant Hill, CA