




• Contact

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ANDREW
MCMANUS
IT Helpdesk / Education

Friendly Help Desk Technician with 5 years quickly and effectively resolving customers' technical issues.

• Skills

Support Ticket System
Management



Remote System Analysis



Technical Support Triage



Technical documents
comprehension



Proficient in Mac and PC
Systems



Desktop support



Data recovery



Customer service expert



Client communication



• Work History

2022-01 -
Current

IT Support Specialist

Diablo Valley College, Pleasant Hill, CA

- Created help desk tickets, troubleshoot and resolved desktop issues.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Maintained and operated AV equipment for use during internal presentations and client-facing events.
- Prepared new computers and mobile devices according to internal policies on standardized software and security deployments.

2019-08 -
2020-07

Support Teacher

Seven Hills School , Walnut Creek, CA

- Planned and taught Science, Social Studies and math lessons, graded papers
- Assisted teachers with classroom management and document coordination to maintain positive learning environment.
- Documented student behaviors, interventions and outcomes to enable lead teacher to address pertinent issues.
- Communicated frequently with parents, students

Excellent

Software diagnosis



Very Good

Customer support



Very Good

2016-12 -
2019-07

and faculty to provide feedback and discuss instructional strategies.

- Worked cooperatively with other teachers, administrators and parents to help students reach learning objectives.
- Devised and implemented strategies to create and maintain cohesive school community within virtual classroom setting.
- Delivered personalized educational, behavioral and emotional support to individual students to enable positive learning outcomes.

Special Education Paraprofessional

Burton Valley Elementary, Lafayette, CA

- Supported teacher in development of individual learning strategies.
- Collaborated with teacher to create customized classroom environment integral to students' needs.
- Oversaw class of students in absence of instructor.
- Administered tests to class and graded papers.
- Alerted instructor to student behavior or issues requiring intervention.
- Helped special education teachers determine specific needs for individuals with exceptional needs.
- Delivered personalized educational, behavioral and emotional support to individual students to enable positive learning outcomes.
- Maintained positive attitude and affirmatively communicated with each student.

2014-07 -
2015-12

Helpdesk /AV Support

Diablo Valley College, Pleasant Hill, CA

- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Trained and supported end-users with software,

hardware and network standards and use processes.

- Patched software and installed new versions to eliminate security problems and protect data.
- Handled technical troubleshooting within enterprise environment ie. system crashes, slow-downs or data recoveries on campus workstations and servers.
- Engaged end users, answered questions via email, phone, website, live chat or forums.
- Managed customers' expectations of support and technology functionality in order to provide positive user experience.

2011-03 -
2013-11

Helpdesk Support/PC Technician

JFK University, Pleasant Hill, CA

- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Provided on-call support for critical issues related to Google Apps.
- Desktop support for over 2000 clients in greater East Bay.
- Utilize remote desktop support, Logmein, or Kaseya to assist users.
- Convert physical servers to virtual servers in vCenter.
- Managed accounts and properly maintained OU container using Active Directory.
- Compiled and accurately entered data for each customer encounter to record in system.
- Installed, modified and repaired software and hardware to resolve technical issues.
- Built and provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems.
- Documented transactions and support interactions in system for future reference and addition to knowledge base.
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2008-02 -

Systems Technician

2010-11

PCI Computers, Chico, CA

- Installed, modified and repaired software and hardware to resolve technical issues.
- Managed customers' expectations of support and technology functionality in order to provide positive user experience.
- Performed tests of functionality, security and performance of different workstations and devices.
- Installed, configured and patched user hardware and software.
- Trained users on how to properly operate equipment and software programs.
- Conducted in-depth product and issue resolution research to address customer concerns.
- Implemented security policies and distributed updates to end users.
- Provided on-call support for critical issues related to all Windows environments.

• Education

2008-01 -
2022-06

Bachelor of Arts: History

California State University - Chico - Chico, CA

2004-01 -
2006-06

Associate of Arts: History

Diablo Valley College - Pleasant Hill, CA

2000-09 -
2004-06

High School Diploma

College Park High School - Pleasant Hill, CA