**B**ENJAMIN ANDREWS

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SKILS

IT security best practices, Interpersonal skills, Team player, Documentation, Large computer networks, Servers, Windows Server2008, Active Directory, Mac OS, O365, Azure, VOIP Phones, Citrix Remote applications, Hardware troubleshooting, Networking, Firewall, Anti virus administration, windows 10

WORK HISTORY

Help Desk, 03/2021 to Current Graphic Products – Beaverton, OR Ticket intake and assignment. Software installation and troubleshooting. Remote management of assets using Lansweeper. Server management. Supporting remote users using Citrix VDA. Physical hardware replacement and repair.

Help Desk, 07/2020 to 09/2020 Team Logic IT – Portland, OR Took inbound calls and emails with client issues. Troubleshot said issues with multiple tools including remote support tools. Informed clients about technical issues and escalated issues when needed. Performed daily audits of backup software and created problem tickets as needed. Quoted and procured hardware and software for clients.

Printer RepairTechnician, 07/2016 to 08/2019 NW Print Strategies – Tigard, OR Performed on-site printer diagnostics and maintenance for large and small businesses. Delivered parts and supplies on a regular route every week. Filled out work orders and tech reports, ordered parts.

Support Engineer, 01/2016 to 06/2016 Matrix Networks – Milwaukie, OR - Diagnosed and fixed a variety of network issues for a large number of business clients. Programmed and monitored networking hardware such as gateways, switches, and access points. Provided direct support to businesses and their customers as well as dispatched technicians to sites to effect repairs on hardware.

EDUCATION

High School Diploma: 2006Oregon City High School - Oregon City, OR

Certificate: Information Technology,Clackamas Community College - Oregon City, OR