**Andrew Jester**

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Pataskala, OH 43062

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614-357-9738

**RESUME PROFILE**

Outstanding student with a strong interest in technology. Currently pursuing an entry level technical support role focused on gaining experience in the technology field while working toward a computer science degree.

**EDUCATION**

Columbus State Community College

Major: Computer Science

Capital University, Bexley, OH

Major: Music Technology

August 2020 – December 2021

Olentangy Orange High School, Lewis Center, OH

Graduation Date: May 2020

G.P.A. 3.76 Graduated Cum Laude

**SKILLS**

* Excellent problem solving and troubleshooting abilities
* Strong PC hardware knowledge
* Experience building multiple computers
* Proficient in Mac OS, Windows 10 & 11, Linux, Safari, Firefox, Chrome, Edge, Google Docs, Microsoft Word, Microsoft PowerPoint
* Great people skills
* Effective communicator

**WORK EXPERIENCE**

**Micro Center**

Customer Service Representative June 2021 – June 2022

* Assisted customers at point of sale checkout area with cash and credit transactions, learned how to effectively communicate and deliver a superior customer experience.
* Processed credit applications for customers to finance purchases.
* Top performer in selling merchandise service plans, consistently doubling the goals set for customer service representatives.
* Gained good knowledge of the hardware and software products offered in the store and how they operate. Assisted customers with technical questions.
* Assisted with store office activities, managing inventory, approving special customer transactions for other cashiers, and loss prevention awareness.

**HONORS, AWARDS, and MEMBERSHIPS**

* President’s Scholarship - Capital University
* AP Scholar with Distinction
* Pop Arts Scholarship, Olentangy Orange
* Tri-M Music Honor Society
* National Honor Society

**RELEVANT HIGH SCHOOL AND COLLEGE STUDIES**

AP Calculus AB and BC, AP Chemistry, AP Psychology, AP Economics, CAD, Introduction to Music Tech, Ethics, Oral Communications, Physics

**LEADERSHIP EXPERIENCE**

Section Leader - Olentangy Orange Marching Pioneers, 2019-2020

Assistant Section Leader - Olentangy Orange Marching Pioneers, 2018-2019

Tri-M Music Honor Society Leadership Team, 2019-2020

**HOBBIES AND INTERESTS**

Gaming, computers, racing and flight simulators, music performance with multiple instruments, audiophile, golf, 3D printing