

Andrew Herrold

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Profile

Pursuing a Bachelor of Science in Informatics Engineering. Excels in driven teams, eager to learn and deliver results. Striving to gain professional experience in the fields of human and computer interaction and autonomous systems.

Skills

Languages/Frameworks

- Proficient in C++, C# Java
- Familiar with Web Frameworks (HTML, CSS, JavaScript), Analytical Languages (Python, Lua)

Software

- Proficiency with Dev/DevOps-chain software: Visual Studio, Git/Git LFS/Perforce, Unity, Unreal, Salesforce CSM (Case Management and Analytics)

Personal Skills

- Natural group leader and collaborator
- Able to learn on the fly and retain difficult programming and scripting languages
- Curious, driven to understand and overcome complex problems and challenges
- Sociable, keen to grow alongside team members. Prioritizes team and project cohesion

Education

Arizona State University, Ira A Fulton Schools of Engineering

Tempe, Arizona

New American University Scholar – President's Award

May 2019

Bachelor of Science, Computer Science

GPA: 3.0

Professional and Organizational Experience

Arizona State University – University Technology Office

August 2015 – August 2016

Technology Consultant

- Providing classroom and campus support for delivering computing and teaching solutions
- Deployment and provisioning support for computing sites
- Managing and analyzing maintenance and deployment metrics to recognize bottlenecks and improvement areas
- Supervising and assisting with customer-facing services, providing support and customer service to thousands of students and faculty every day

Arizona State University – Tempe Technology Studio

August 2016 – Present

Technology Consultant – Technology Studio

- Providing top-of-class software support and hardware diagnostics for every student, staff, and faculty member at Arizona State University
- Providing deployment support for multiple technologies such as physical lecture response systems and software under an institution license
- Troubleshooting network performance and device access on large-scale university network infrastructure, resolving issues related to system cloning and cohesion
- Tracking issues from multiple departments and recording case resolution and customer retention in CSM/CRM software including Salesforce.

CIDSE Mentors

March 2015 – December 2016

- Helping new students enroll in the Schools of Engineering at orientation, acting as on-campus mentor