Andrew Jones

My strengths encompass tasks from administrative to troubleshooting and collaboration. I pursue operational enhancement and too actively contribute towards internal growth. My capabilities reflect analytical acumen, adaptability, and a fervent quest for knowledge.

823 Quincy St #100
Reno, NV 89512
(208) 994-8882
andrewjones.techguy@gmail.com

EXPERIENCE

Silver Screen Printing, Reno NV — *Pre/Post-Press Tech*
SEPTEMBER 2023 - CURRENT

Responsible for reclaiming and coating screens in a clean and organized manner while maintaining equipment as needed.

Pizza Plus, Reno NV — *Point-of-Sale Manager*
APRIL 2022 - JULY 2023

Executed banking transactions and meticulously documented journal entries in an administrative capacity, concurrently overseeing the operational aspects of the POS system. Actively managed data collection for analysis, extracting actionable insights for internal and external communication purposes.

Walmart, McCarran NV — *Order filler & Loader*
JANUARY 2020 - DECEMBER 2021

Loading outbound trucks with production flow while maintaining a clean and clear dock for safety and efficiency.

Verizon Call Center, Boise ID — *Technical Support Representative*
APRIL 2018 - JULY 2019

Logic driven device troubleshooting on a wide range of network devices while providing stellar customer support and education on all calls.

ChargeItPro, Eagle ID— *Technical Support Account Manager*
JULY 2015 - AUGUST 2018

Delivered exceptional support and troubleshooting for merchant accounts, addressing point-of-sale terminal and processing account concerns. Collaborated with the Quality Assurance team to swiftly diagnose and resolve software-related issues, while actively participating in internal initiatives.

SIDE TRADES

Uber Driver, From Boise ID to Reno NV— Delivery driver
August 2019 - September 2023

Programming knowledge in HTML, CSS, JS, Python, SQL and Microsoft Visual Basic

Microsoft Suite proficiency in Excel, PowerPoint, Word and Visio

Software Experience in Salesforce, Sage, Google Suite, MS Office, Adobe, Survey Monkey, Postman, Github, IBM DB2, mySQL and MongoDB

SOFT SKILLS

Critical thinking

Problem Solving

Project management

Training & documentation

Communication skills

Attention to detail

LANGUAGES

English

EDUCATION

Coursera — IBM *Data Science certificate*
JULY 2023 - PRESENT

ITT Technical Institute, Boise ID — *Computer Science and Software Engineering*
OCTOBER 2016