



# Andrew Brandstrom

📍 SHOREVIEW MN, Minnesota 55126    📞 (651) 295-1782  
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## PROFESSIONAL SUMMARY

Confident Computer Technician with expertise in help desk environments, assisting both employees and customers with technical issues.

## SKILLS

- Production Target Management
- Verbal and Written Communication
- Staff Supervision
- Continuous Improvement
- Problem-Solving
- Assigning Work
- Customer Service
- Computer Skills
- Inventory Management Software

## WORK HISTORY

### NEW WINDOWS PRODUCTION SUPERVISOR

09/2020 to CURRENT

#### Trafera | Arden Hills, MN

- Monitored equipment, checked supplies and coordinated manpower to meet expected demand.
- Delegated tasks to employees and monitored accurate and timely completion of tasks to meet project milestones.
- Established and updated production schedules to meet changing demands.
- Recommended and implemented measures to improve production methods and quality of products.
- Reviewed individual employee performance to correct issues and enhance productivity.
- Maintained top-notch quality control standards and eliminated downtime to maximize revenue.
- Capture and deploy custom windows images.
- Build computers to desired specs.
- Add devices to customer azure active directory. For windows Autopilot.

### WINDOWS DEPLOYMENT MANAGER

05/2015 to 09/2020

#### Firefly Computers | SHOREVIEW MN, Minnesota

- Prioritized and organized tasks to efficiently accomplish service goals.
- Auditing buy backs devices from customer. Generating part numbers for incoming devices
- Refurbishing old devices. Testing refurbished devices be for sending to customer.
- Updating firmware on devices.
- Upgrading hardware

## EDUCATION



Enterprise Technology

**Century College, White Bear Lake, MN**

## CERTIFICATIONS



A+ Certification