

# Andre Chiquito

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## OBJECTIVE

Psychology and Information Science student and former IT professional seeking a career change to research where I can apply years of troubleshooting and problem-solving knowledge to make technology more equitable and humane.

## SKILLS & ACCOMPLISHMENTS

- Independently learned to diagnose and repair board level issues on Apple laptops using freely available resources and basic tools
- Experience in outdoor pursuit mentorship
- Modify, maintain, and code a personal website (andre.chiquito.ooo)

## WORK EXPERIENCE

(References available upon request)

Present  
July 2021

### **Deepest Beliefs Lab, UNC Chapel Hill** *Research Assistant – Part Time*

- Reading and synthesizing literature
- Researching, obtaining, and collating data in Excel
- Composing queries and retrieving data with PushShift.io

July 2021  
July 2018

### **University of North Carolina at Chapel Hill** *Technology Support Technician – Full Time*

- Oversee student workers
- Troubleshoot account issues with Office 365
- Provide chat support to as many as three clients at a time
- Write documentation to provide to clients for troubleshooting
- Assist in reworking a walk-in structured organization to accommodate Covid-19 concerns
- Troubleshoot and resolve both student and teacher issues in Sakai

July 2018  
Oct 2015

### **The Computer Cellar, Durham, NC** *Repair Technician – Full Time*

- Frequently interact with customers by email, phone, and walk-in traffic
- Replace motherboard components, such as ports, ICs, and capacitors
- Chiefly responsible for data recoveries from healthy, failing, and/or nearly destroyed storage media

## ACADEMIC BACKGROUND

Present

**University of North Carolina at Chapel Hill**  
*Psychology Major, BA – 3.9 GPA*

Aug 2020

**Durham Technical Community College**  
*Associate in Arts (AA) – 3.5 GPA*

### Testimonials

\*(Excerpted from reviews of The Computer Cellar)

#### 5-Star Google Review\*

“Andre was able to sell me a new [computer], but he went above and beyond to check out a few other concerns of mine. He also helped me with replacing the battery, I can now use my computer without it being plugged in! Andre also assisted me with purchasing an external hard drive and explained to me how to use it with Apple's Time Machine software to back up my computer in case my antique does eventually die. My mom and I waited in the shop while he checked everything out and in addition to answering all of my random curious questions. Andre and the rest of the staff were warm and friendly!”

#### 5-Star Yelp Review\*

“Andre went over and beyond for me. My computer died and I was frantic. Not only did he put my worries to ease, but he got my computer done as soon as possible telling me everything that he was doing along the way. I was more than impressed with the customer service.”

#### 5-Star Facebook Review\*

“Andre managed to recover all of my files after my computer crashed and then patiently showed me how to back up my files in case this happens again. Great people and great service. So grateful!”

#### 5-Star Survey Response

“Knowledgeable, personable, and timely. Although it was a relatively minor issue, it was handled very well. Thanks!”

#### 5-Star Survey Response

“Quick, excellent service- good listener as well as fixer.”