ANDREW DEHAVEN

250 GROVE ST, JERSEY CITY, NJ   PHONE: (610)-984-7862   E-MAIL: DEHAVEN7777@GMAIL.COM

General Areas of Experience:

- Customer Service
- Supervision of hourly employees
- First Level Technical Support (Microsoft Operating Systems)
- German to English Language Support
- Service Now Ticketing System
- Project Management

EXPERIENCE

EZCOM SOFTWARE – ENGLEWOOD, NEW JERSEY   **OCT2019 - PRESENT**
Implementation Specialist
- Implemented features, provided technical expertise and training, and facilitated knowledge transfer to new clients.
- Collaborated successfully with various teams to validate all software processes.
- Tested all software measures in a timely manner according to the timeline provided by the client and retailer.
- Adhered to the Agile Software Development theory
- Improved and responded to change by continuously evaluating project plans, requirements and user needs.

INNOVATIVE CONTROL SYSTEMS – NAZARETH, PA   **JAN 2019- OCT 2019**
Software Support Specialist
- Assisted customers on various software related issues including various versions of Windows Operating Systems.
- Guided customers through the process of transferring large amounts of data from Windows 7 to Windows 10.
- Performed queries in SQL databases to troubleshoot potential errors within customer related tables.
- Maintained and updated anti-virus licenses and updated firmware using Sonicwall firewall software.
- Trained customers within various processes about procedures on Wash Connect Software.

Computer Aid – Allentown, PA   **Jan 2018-Oct 2018**
IT Infrastructure Administrator/Software Support Tier 1
- Provided first-level technical support of Microsoft Office Suite applications, printer support, application download errors and general hardware/software problems in Windows 7/10 Operating Systems.
- Used PowerShell to troubleshoot solutions for SCCM/Software Center.
- Worked in collaboration with tier 2 admins to navigate through employee groups/accounts in Microsoft Active Directory to enable applications for employee utilization.
- Facilitated the enrollment of Air Products employees in the use of Microsoft Intune Company Portal.
- Guided new employees through the installation of Microsoft Authenticator on company owned mobile devices.
- Performed password requests for first time employees/password resets for active employees using Microsoft Active Directory.

SKILLS

Software/Applications – Microsoft Office Suite (Intermediate Excel), SQL (Beginner), PowerShell, Javascript, SCCM, HTML, CSS, Microsoft 7, Microsoft 10, Office 365 **Languages** – German (Fluent), French – Understanding

EDUCATION

RUTGERS UNIVERSITY
Full Stack Development Bootcamp - December 2020 - Present

Northwestern University Speech Pathology, September 2016 – August 2017
St. John's University
- B.A., Communication Sciences and Disorders – Summa Cum Laude, May 2016, 3.94 GPA
- Minor: German and International Studies. Studied abroad in Paris, Rome and Seville, Spring Semester 2014