Andrew Kroll

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SUMMARY OF QUALIFICATIONS

- Excellent written and verbal communication skills
- Demonstrated and proven ability to troubleshoot and resolve diverse technical issues
- Able to work effectively as a team member in dynamic, demanding environments

EMPLOYMENT HISTORY

Feb, 2016 to Present, Piksel, Atlanta, GA

Technical Support

- Researches issues on various computer systems to resolve complaints, answer inquiries, and outline solutions.
- Consistently praised for communicating effectively with both technical and nontechnical users. Known for excellent problem-solving skills and patience in dealing with frustrated users.

May, 2015 to Oct, 2015, Keystone Clearwater Solutions, Hershey, PA

Frac Technician

- Operated booster pumps to move fluids to hydraulic fracturing sites.
- Reported fluid statuses and levels to supervisors and third party contractors.

June, 2014 to May, 2015, J&A Service, Eighty-four, PA

Flow Tester

- Performed all phases of flow back operations, including rig-up, operating separators and rig-down of equipment on client sites.
- Effectively documented and communicated well performance with flow back/well-testing feedback reports and spreadsheets.
- Worked as a team member to reduce risk and maintain proper well performance.

February, 2013 to April, 2014, Arrow Electronics, Phoenix, AZ

PC Technician

- Assembled, loaded and tested software on PC's and server systems according to technical instructions.
- Maintained excellent quality standards in a fast-paced production environment.
- Promoted to troubleshooting department in record time.

March, 2006 to November, 2009, US Army, Fourth Infantry Division, Fort Carson, Colorado

Signal Support Systems Specialist

- Installed, maintained and repaired RF, HF, UHF, satellite and PC networked systems in an armored reconnaissance squadron.
- Developed and implemented standard operating procedures and training programs

for tactical RF and UHF communications systems for company level assets.
- Received the highest possible ratings on 5 of 6 NCO Evaluation Reports.
- NCOIC for squadron-level communications shop in an armored reconnaissance squadron.
- Managed and secured over $3,000,000 of controlled cryptographic items (CCI) and inventories of repair parts with zero losses.

EDUCATION

October, 2015 to February, 2016 - DIGITAL CRAFTS, Buckhead, Atlanta, GA
- Student learning full-stack web development utilizing the MEAN stack and the LAMP stack.
- Curriculum emphasizes analytical thinking in conjunction with modern web development technologies such as JQuery, Angular.js, Node.js, PHP, SQL and MongoDB as well as version control.
- Personal site: http://andrewkroll.com
- Github profile: https://github.com/akroll1

January, 2010 to Present - ARIZONA STATE UNIVERSITY, Tempe, AZ
- Senior student pursuing a degree online in Philosophy.