

# Andrew Harris

Clinton Township, MI | 586-234-155 | [andrewjharris12@gmail.com](mailto:andrewjharris12@gmail.com) | [LinkedIn](#) | [Github](#)

## Professional Summary

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IT professional with 9 years of experience in technical support and customer service. Certified in CompTIA A+, CompTIA Security+, and Microsoft Certified: Azure Security Engineer Associate (AZ-500). Expertise in troubleshooting, hardware/software diagnostics, network support, and security, with a focus on network security practices and cloud infrastructure. Skilled in resolving complex issues while ensuring secure and efficient system performance.

## Skills

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**Software:** ServiceNow, Microsoft Teams, PowerPoint, Google Workspace, Splunk, Sysmon, Atomic Red Team, Oracle VM VirtualBox, Active Directory, Okta, Bomgar, Azure Security Center, Azure Sentinel

**Support and Troubleshooting:** Hardware/Software Troubleshooting, Help Desk Support, System Diagnostics (Windows and Mac OS), Cloud Security (Azure), Network Security, Security Incident Management, Threat Detection and Response

**Soft Skills:** Customer Service, Time Management, Problem Solving, Communication, Teamwork, Adaptability, Leadership

## Education

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### Clintondale High School | Clinton Township, MI

June 2015

- Highschool Diploma

### Per Scholas | Detroit, MI

- CompTIA A+ (2024-July-27)

### CompTIA S+

(2024-December-6)

### Microsoft AZ-500

January 2025

### SANS Institute | Virtual

- GSEC, GFACT and GCIH (In Progress)

## Projects

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- Active Directory Security Assessment with Splunk Integration
- Remediating Vulnerabilities Using Nessus
- pfSense-Firewall-VM-Lab

## Relevant Experience

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### HelpDesk/Technical Support | HTC Global

August 2024-Current

*Remote. Michigan*

- Administered Active Directory (AD) user accounts, performing password resets, group management
- Remote troubleshooting using Bomgar to assist users remotely
- Managed a high volume of IT support requests, demonstrating expertise in multitasking and prioritizing urgent issues, while maintaining a high standard of customer service and technical accuracy.
- Utilized Service Now to track, document, and manage incidents and service requests

### Call Center Representative/ Help Desk | Qualfon/Dialog-Direct(Remote)

February 2021 - March 2022

*Troy, MI*

- Documented all subscriber calls and inquiries via help desk systems, ensuring accurate tracking and timely follow-up on technical issues.
- Guided customers with limited technical knowledge through troubleshooting steps, offering clear instructions and resolving issues efficiently.
- Facilitated password resets for subscribers

### Shift Supervisor | KFC

Mar 2015 - Apr 2018

*Fraser, MI*

- Managed customer service in high-volume operations
- Experience with troubleshooting gateways and payment processors
- Enhanced team efficiency by training 20 team members in optimal cash handling and customer interaction