

# Andrew Storrow

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Customer service oriented professional with 7 years of experience. Cultivates strong troubleshooting and communication skills with a high attention to detail. Recently obtained CompTIA A+ certification and seeking to transition into a career as an IT Support Specialist, Desktop Support Specialist, Help Desk Technician, IT Field Technician, or Field Service Technician.

## EDUCATION

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<b>CompTIA A+ Certification Training</b> Austin Community College	Austin, TX Nov 2023
<b>Bachelor of Science, Software Engineering</b> Rochester Institute of Technology	Rochester, NY

## SKILLS

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**Technology:** Software Troubleshooting • Hardware Installation • Peripheral devices • Mobile Devices • SOHO Networking  
OS Installation • Data Backup • Security Techniques • Cloud, SaaS Solutions • Virtual Machines

**Tools:** Windows • Apple • iOS • Android • Command Line • Issue Tracking Software (Bugzilla, Monday) • Remote Desktop

**Strengths:** Problem Solving • Adaptability • Attention to Detail • Communication • Work Ethic • Dependability

## WORK EXPERIENCE

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<b>El Famoso</b> <i>eCommerce Fulfillment</i>	Austin, TX Aug 2023 - Present
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- Fulfill 300 customer orders a day while maintaining high quality and accuracy standards
- Effectively utilize ShipHero software on Apple iPads to manage workflow

<b>Bonefide Productions</b> <i>Form Designer (Freelance)</i>	Remote Feb 2017 - Aug 2023
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- Per month, updated dozens of PDF forms used as contracts by actors, artists and musicians to obtain work
- Leveraged advanced Adobe Acrobat functionality to create complex editable PDFs

<b>Stone Impressions</b> <i>Production Team Member</i>	San Diego, CA Jun 2019 - Mar 2020
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- Inspected hundreds of unique stone tiles daily to ensure quality for each customer's individual project
- Cultivated attention to visual detail in order to achieve accurate stone graphic printing using PhotoShop

<b>Internal Revenue Service</b> <i>Mail Processing Clerk (Seasonal)</i>	Austin, TX Feb 2019 - May 2019
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- Evaluated tax returns, correspondence and documents received in the mail
- Categorized and sorted over 200 items daily while adhering to detailed procedures

<b>Ascensus College Savings</b> <i>Client Services Processor (Contract)</i>	Newton, MA Nov 2016 - Feb 2017
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- Processed hundreds of financial and account related transactions daily
- Utilized data entry software to efficiently manage processed transactions

<b>Campaign For Vermont</b> <i>Technical Advisor</i>	Remote Feb 2016 - Nov 2016
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- Published daily blog posts, email newsletters and Facebook ad campaigns for a grassroots organization
- Utilized NationBuilder software to manage a supporter database with thousands of members