Andrew Storrow

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Experienced Production Service professional recently obtained <u>CompTIA A+ certification</u>. Seeking to transition into a career as an IT Support Specialist/Desktop Support Specialist/Help Desk Technician/IT Field Technician/Field Service Technician. Demonstrates strong troubleshooting and communication skills with a high attention to detail.

EDUCATION

CompTIA A+ Certification Training   Austin, TX
Austin Community College   *Nov 2023*

Bachelor of Science, Software Engineering   Rochester, NY
Rochester Institute of Technology

SKILLS

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

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

Bonefide Productions   Remote
Form Designer (Freelance)   *Feb 2017 - Aug 2023*
- 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

Stone Impressions   San Diego, CA
Production Team Member   *Jun 2019 - Mar 2020*
- 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

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

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

Campaign For Vermont   Remote
Technical Advisor   *Feb 2016 - Nov 2016*
- 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