

Andrew Folkerts

U.S. Navy Veteran

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Education



University of North Alabama

Bachelor of Science - BS, Information Technology

Aug 2017 - Dec 2020

GPA: 3.2

Skills

- Troubleshooting
 - Provided troubleshooting tech support for Hexagon over the phone
 - Troubleshooted various issues with self-checkout kiosks at Walmart
 - Troubleshooted various issues with at home setups and family members computers.
- Computer Hardware Repair
 - Repaired family members and my own computers
- Windows 10
 - Migrated a windows 10 backup when I upgraded from HDD to SSD
 - Used power-shell at Hexagon and on personal Computer
- Active Directory
 - Unfroze,unlocked, and reset passwords for clients at Hexagon.
- Customer Service
 - Strong customer service skills from my years at Walmart and Hexagon

Licenses & Certifications



Bachelor of Science - University of North Alabama

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CompTIA Security+ ce Certification - CompTIA

Issued Sep 2021 - Expires Sep 2024

98X94KS9QRL0VZ9F

Experience



Help Desk Analyst

Hexagon Safety & Infrastructure

Jul 2021 - Aug 2021 (2 months)

- I utilized Active Directory when I needed to unlock accounts or change passwords.
- I provided Tier 1 support for various clients and transferred calls to Tier 2 when required.
- I helped clients set up multi-factor authentication per their company policy.



Cap2 Associate/Customer Host/ Asset Protection

Walmart

Jul 2019 -Oct 2021 (2 years 3 months)

- I unloaded trucks onto pallets for transport.
- I stocked shelves.
- I greeted customers.
- I deterred shoplifting by following company guidelines for checking receipts when certain items were present in shoppers' carts upon exiting.
- I operated the cash register.
- I assisted customers in the self-checkout process.
- I zoned returns or misplaced merchandise.
- I maintained a safe, clean, welcoming environment in my designated position.



Fire Control Technician

US Navy Jan 2014 - Jun 2017 (3 years 6 months)

- I operated , tested, repaired, and performed maintenance on fire control systems, including launch systems, equipment, and associated test equipment.
- I performed repair of computers.



Sales Associate

Walmart

Mar 2011 - Dec 2013 (2 years 10 months)

- I maintained and operated the register in the Garden Center.
- I assisted customers with loading heavy merchandise into their vehicles.
- I sold firearms and hunting licenses in the Sporting Goods Department.
- I unloaded the shipment truck when further associates were required.