

Andre Delavarpour

Seattle, WA - Email me on Indeed: [indeed.com/r/Andre-Delavarpour/383b1795801ef0c1](https://www.indeed.com/r/Andre-Delavarpour/383b1795801ef0c1)

Authorized to work in the US for any employer

WORK EXPERIENCE

Distance Education (DE) / IT Support

George Mason University - Fairfax, VA -

August 2011 to December 2014

- Set up, monitored, and maintained multiple live online courses simultaneously over several hours in a team-based environment with little to no direct supervision.
- Utilized real-time troubleshooting techniques regularly in conjunction with various hardware and software to ensure classes proceeded with minimal to no interruptions.
- Installed software and driver updates on various client and enterprise PC models.
- Trained and directed incoming staff and professors on distance education hardware and software; acted as senior DE staff and delegated tasks to newer team members.
- Documented technical complications and troubleshooting methods/solutions used to mitigate issues experienced with the hardware and software needed to run DE courses.
- Responded to basic support requests from students and professors of all skill levels for personal and school-owned computers in person, through email, and over the phone.

EDUCATION

B.S. in Information Technology

George Mason University - Fairfax, VA

December 2014

SKILLS

Troubleshooting (3 years), Windows 7, Windows 8, Windows 10, macOS, iOS, Android, Microsoft Office

ADDITIONAL INFORMATION

Experience with the following operating systems and software:

- Windows 10, 8, 7, Vista, XP, macOS, Android, iOS
- Microsoft Office, Google Docs, Photoshop, Illustrator
- Web Design with WordPress, Drupal, and Bootstrap
- Object-oriented programming using Java through IntelliJ IDEA.
- Website and application design using PHP, MySQL, HTML, and CSS.
- Installation, troubleshooting, and regular maintenance of various software and drivers.
- Computer hardware installation, part replacements, upgrades, cleaning, and repair.
- Built and maintain a custom desktop PC with hand-picked components and hardware.

