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## JEREMIAH A. ANDREWS

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### HELP DESK TECHNICIAN

Technical Support | Customer Support | Software Troubleshooting

I am an IT operations professional skilled at solving business problems through technology. My experience includes customer service, technical support, and PC maintenance. I adapt well to changing priorities and am focused on achieving results. I have successfully implemented solutions, standards, procedures, and processes to improve how businesses function. **Areas of expertise include:**

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|--|---|---|
| <input type="checkbox"/> Device Repair Ticketing Systems | <input type="checkbox"/> Phone & Online Support   | <input type="checkbox"/> Customer Service   |
| <input type="checkbox"/> Problem Diagnosis               | <input type="checkbox"/> Office 365 Support       | <input type="checkbox"/> Complaint Handling |
| <input type="checkbox"/> Technical Troubleshooting       | <input type="checkbox"/> Html/Css Web Development | <input type="checkbox"/> AI Integration     |

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### TECHNOLOGY PROFICIENCIES

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**Ticketing:** RepairQ, Service Now

**Software:** Office 360

**Browsers:** Google Chrome, Microsoft Edge, Arc Browser, Firefox

**Networking:** LAN, Mesh Wi-Fi Network Systems, DHCP, VPN, DNS

**Platforms:** Windows 10/11, Windows Server, MacOS, iOS, Chrome OS

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### SYSTEM ADMINISTRATION EXPERIENCE

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#### **WINDOWS SERVER 2016 | Hands-On Virtual Labs**

- Installed and setup VirtualBox, Windows Server 2016, linked clones, and RDP.
- Added Windows 10 client machines to Windows Server 2016 domain.
- Created and modified Active Directory template user accounts to hold various properties.
- Configured Window Server 2016 domain settings, server name, TCP/IP settings, and remote desktop.
- Created and linked Group Policy Objects (GPO) in Active Directory.

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### WORK EXPERIENCE

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DUNKIN, DAYTON, OH

3/2021 – 9/2021

#### **Customer Service Associate**

Completed daily responsibilities and multitasked different roles such as window and cook.

#### **Key Contributions:**

- Maintained **outstanding** attendance and customer service ratings.

BATTERIES PLUS, Bellbrook, Ohio

3/2022 – Present

#### **Sales Associate/Device Repair technician**

Responsibilities include questioning customers situations/problems to provide them with the best solution available, Diagnosing mobile devices, laptops and repairing them in a timely manner. Working with commercial entities to find what suits their needs best.

#### **Key Contributions:**

- Optimizing customer interactions through knowledge and troubleshooting skills.
  - Providing new ideas to to associates and management to improve efficiency.
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## EDUCATION & CREDENTIALS

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CompTIA A+  
Network Pro  
Wise Device Repair  
Soft Skills High Professional Development Certificate

### **High School Diploma**

BELLBROOK HIGH SCHOOL, Bellbrook, OH

### **Certificate of Completion**

Greene County Career Center, Xenia, OH

(Sinclair Classes: English Composition, Microsoft Office, Intro To Problem Solving and Computer Programming, Intro To Operating Systems)

### **Honors & Awards**

National Technical Honor Society Graduate  
Business Professionals of America Website Design Team Winner