

Andrew Storrow

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Experienced Production Service professional recently obtained CompTIA A+ certification. 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 Community College

Austin, TX
Nov 2023

Bachelor of Science, Software Engineering
Rochester Institute of Technology

Rochester, NY

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

eCommerce Fulfillment Specialist

Austin, TX
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

Form Designer (Freelance)

Remote
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

Production Team Member

San Diego, CA
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

Mail Processing Clerk (Seasonal)

Austin, TX
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

Client Services Processor (Contract)

Newton, MA
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

Technical Advisor

Remote
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