

Andrew Wilson

Dubai, UAE
mrnakl.89@gmail.com • +971 055 351 9150
linkedin.com/in/mrwilson89/



Personal Details:

08/07/1989 • United States of America • American
Male • Single

IT Manager

Software Engineering - IT Management - Project Management

Technical Support
Troubleshooting
Quality Assurance
Service Integration
Server Optimization
Client Relationship
Testing Methodologies
Application Testing
Contract Development &
Negotiations

Tech-savvy and analytical individual with hands-on experience in client consulting, diagnostic work, system testing and troubleshooting.

Proficient in delivering technical user support, escalation management, and quality assurance as well as managing client relations.

Proven success in leveraging technology to develop and implement core project plans based on concept idea/ brief comprehensive knowledge for planning and spearheading multiple projects.

Demonstrated expertise in ensuring on-time deliverables through effective coordination of resources and workforce.

PROFESSIONAL EXPERIENCE

FREELANCE CONSULTING WORK — VACAVILLE, CALIFORNIA

2016-Present

IT Consultant

Perform various exceptional responsibilities, including diagnose system issues, system troubleshooting, website design/preventative maintenance. Accomplish customer satisfaction level by communicating and promptly resolving their issues.

- Facilitated local and oversea customers by delivering exceptional computer services.
- Utilized JavaScript and Python platforms to develop a website.
- Created and managed multiple websites by using HTML 5, CSS, and Bootstrap.

NERDS ON CALL — SACRAMENTO, CALIFORNIA

2013-2016

Remote Support Technician – Tier 2

Achieved client's expectation level by addressing customer's queries through phone calls and email. Ensured work efficiency and accuracy by diagnosing system issues, system testing and troubleshooting, and managing other IT-related functions.

- Ensured daily ticket quotas were met efficiently.
- Worked with private and professional clients
- Utilized remote software such as; Logmeln, Microsoft Remote Connect, and FixMe.IT

TECHNICAL PROFICIENCIES

Languages: HTML/CSS 5, Bootstrap, SQL, Python, Java, Javascript
Operating Systems: Windows Server, 10, 8, 7, XP / iOS / Android / Apple OSX / Linux
Software: Microsoft Office, Microsoft Access, Adobe Photoshop, Adobe Premiere, Google Suite

EDUCATION AND CERTIFICATIONS

BRANDMAN UNIVERSITY (Chapman University System), Irvine, California
Bachelor of Science, Information Technology

Certifications

CompTIA A+, MTA HTMLS, MTA Software Development, Windows Server Administration, and CompTIA Cloud+