



# ANDREW WALTAMATH

## PROFESSION EXPERIENCE

Professional Experience COMMUNICATION: REPORTS/PRESENTATIONS/TECHNOLOGY, Great communication skills. Able to provide education about technology to technical and non-technical users, client, and customer .Able to rapidly learn varied computer programs. Able to Quickly adaptable in related environments. Ask Why 5 times or more. (Investigating principles.) CUSTOMER SERVICE/MARKETING/PROBLEM SOLVING Oversee technical operations and provide impeccable customer service: Highly recommended by all employers, employees and clients. Develop and implement strategic processes for our business deployments. Continuance of our knowledgebase with current information. Develop operating practices and procedures to maximize efficiency. Easily able to overcome objections: Clear focus goals. Relaxed in stressful situations.

## Career Path

Technical Support

## TECHNICAL SKILLS (Experienced with the follow)

- Troubleshooting, HTML, CSS, Bootstrap, WordPress, Apache, Linux Servers, JQuery, JavaScript, SQL, STAR (Database Management System), PHP, , Air Watch, Service Now, Microsoft Office Suite, SCCM 2007,2012, Adobe Suite CS5.1, Microsoft Windows (XP, Vista, 7 and 10), Windows Server (2008, 2012), PowerShell, Active Directory, VMWare vSphere, Mac (OS X and higher), Search Engine Optimization.

## PROFESSIONAL EXPERIENCE

### Waltamath Web Designs

#### Owner

- Responsible for all stages of website creations for clientele, from initial design and architecture to development, deployment, and management of websites.
- Design, develop, backend server migration, educate, and maintain.

### Ideas and Pixels

#### Web Designer

- Web designer and content writer

**Jun '15 – Present**

### Great American Insurance

#### Lead Desktop Support Tech

- Responsible for executive support, end users support, level 2-3 technical support, PC refresh, operating system upgrade, business application upgrades, mobile (upgrades/activation), Air Watch enrollment management and network support
- Mobile Phone support. (Troubleshooting, activations, and upgrades)
- Air Watch Management console. Implementing policies and certifications to all registered mobile devices.

**May '12 – Jun '15  
Feb '13 – Jun**

#### Statistical/Data Support

- Role included knowledge of SQL to provide data to state and third-party administrators for the purpose of financial reporting.

**May '12 – Feb '13**

### Best Buy

#### Geek Squad, Counter Intelligence Agent

- Troubleshooting and technical support for clients
- New PC installations
- Expert sales support; Lead computer sales specialist – providing the best experience and solutions for customers

**Jun '07 – Jun '12  
Jun '09 – Jun '12**

#### Customer Assistant

- Knowledge of all products in the store with the capability of providing sales solutions for everyday departments
- Best Buy Mobile (Troubleshooting, activations, and upgrades)

**May '08 – Aug '09**

#### Loss Prevention/Asset Protection/Inventory Management

- Monitoring and managing inventory
- Responsibilities included stock counts, distribution of products, ordering products and managing inventory budgets.

**Jun '07 – May '08**

## EDUCATION/CERTIFICATIONS

- Cincinnati State Technical College
  - Business Networking Administration (Degree) Science of Applied Business,(Major)
- ITIL V3 Certification, April 2015