

Andre Lugo

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[Andre Lugo | LinkedIn](#)

Summary

An analytical individual with three years of technical and hardware support for computers and office equipment. Performing with a high degree of accuracy and showing a solid power of analytical reasoning, troubleshooting, and diligence.

Certifications

CompTIA Security+ ce

Received August 2020

Code: PX9LY66M0HBQQ3W5

Verify at: <http://verify.CompTIA.org>

Experience

Apex-Systems, Desktop Support Technician, Full-time • Contract

July 2022 – Present

- A full-time contractor through Apex-systems, with Dell, supporting a Boeing facility.
- Part of the infrastructure and operations team supporting the factory floor.
- Setup and image new machines for production floor.

Aston Tiffany, now RPA, Regional Technology Analyst (RTA), Full-time

November 2021 – July 2022

- Monitor support tickets for the branch, supply support documentation to users, or suggest a service desk call.
- Work with different support tiers to ensure users' issues were taken care of promptly.
- Remote support to full-time or part-time work-from-home users.
- Perform equipment provisioning of remote and in-office employees.
- Maintained equipment inventory, ordering as needed.
- Supporting office of 100 – 150 users, in person and remote.
- Resolved 10 – 20 tickets per day. As well as fielding undocumented requests.
- Worked on a team of 8+ across the country.

Ashton Tiffany, now RPA, Helpdesk Consultant, Full-time

November 2020 – December 2021,

- Supplied front-line tier one and tier two technical support.
- Revolved 40 - 50 tickets per day.
- creating and provisioning a new user in Microsoft active directory, creating, and provisioning a proper email and mailbox in Microsoft exchange, and physically setting up the user's peripherals and devices in preparation for arrival.
- Support remote users over the phone, email, and chat, using Manage Engine and LogMeIn tools to provide remote support.
- Supporting an office of 100 – 150 employees, ranging from employee to management.
- During the company merger, functioned as the intermediary between the users and the new company's IT. Assisted in developing new IT procedures to accommodate consolidation.
- Created and updated documentation for common issues.

Southwest Cancer Care, Technical support,

July 2020 – August 2020

- Setup an added wireless access point,
- Setup networked printers on a staff-only network.
- Provided additional suggestions for the future.

NCI, Intern/Assistant, Full-time up to the allotted amount

June 2019 – Aug 2019

- Technical support internship one hundred hours total.
- Completed administrative duties as needed.

Cochise College, Tier-one technical support, Full-Time

November 2017 - December 2018

- Aided with school-wide updating and installing the latest programs to client computers.
- Set up new classrooms by running data cable, set up and provisioned new computers, and networks for students.
- Inventory and maintenance.

Canyon Vista Medical Center, Helpdesk intern, Full-time up to the allotted amount

June 2016 - August 2016

- Technical support internship one hundred hours total.
- First contact help desk calls, noting pertinent information and inputting it into SysAid's ticketing system. Learned how to create a ticket and assign it based on the goal and the experience of what it is like to be in a high volume, high demand industry.

Cochise College, IT internship, Full-time up to the allotted amount.

June 2015 - July 2015

- Technical support internship one hundred hours total.
- Set up windows machines; installed a custom version of Windows 7.
- Went on work orders with associates and used critical thinking skills as needed.
- Took on a leadership role over the other interns. I influenced advanced help as I was already familiar with the task at hand.

Skills

- Tier 1
- Tier 2
- Microsoft Active Directory
- Ticketing system
- Customer service
- Problem-solving
- Remote support
- Microsoft Exchange
- Microsoft office
- Windows 7,10,11
- Computer hardware repair

Education

Cochise College – Graduation 2026

Associates of computer sciences in cybersecurity