

Aaron J. Andrews

Antioch, CA | aaronandrews.j@gmail.com | LinkedIn.com/in/ajandrews51

PROFESSIONAL SUMMARY

Results-driven technical support and operations expert with experience in managing teams, training staff, and streamlining processes to improve efficiency and customer satisfaction. Proven ability to handle a variety of technical tasks, including troubleshooting, infrastructure support, and maintaining service level agreements under high-pressure environments. Adept at fostering collaborative, self-sufficient teams and mentoring supervisors into leadership roles. Strong background in project management, profit and loss oversight, and process improvement, with certifications in cybersecurity, cloud services, and IT operations.

AREAS OF EXPERTISE

✓ AWS	✓ Training	✓ Troubleshooting	✓ Cybersecurity
✓ Project Management	✓ Windows 10/11	✓ Data Protection	✓ Data Security
✓ Problem-solving	✓ Communication	✓ Customer Support	✓ Network Security
✓ C#	✓ Technical support	✓ Collaboration	✓ Incident Response
✓ Problem Solving	✓ Customer Service	✓ Information Security	✓ Access Control

EDUCATION

M.S. in Cybersecurity, Information Assurance | Western Governors University *03/2026*

B.S. in Software Engineering | Western Governors University *06/2024*

PROFESSIONAL EXPERIENCE

Support Engineer | IBM Streamsets, San Jose Ca, | 02/2025 – Present | 40 hours a week

- Provided advanced technical support for StreamSets pipeline design, configuration, and troubleshooting across diverse enterprise data sources and sinks.
- Resolved complex issues involving JVM tuning, authentication (Azure Key Vault, HashiCorp Vault, OAuth), credential stores, and SCIM/SSO provisioning.
- Assisted customers with installation, upgrade, and integration challenges involving Hadoop, Kafka, MongoDB, Salesforce, and cloud platforms (Azure, AWS).
- Collaborated with engineering teams to reproduce bugs, develop fixes, and implement feature enhancements.
- Supported secure networking setups including SSL/TLS configuration, reverse proxy (Nginx), and Linux container environments (LXC, Docker).
- Delivered timely communication and status updates to customers, ensuring clear understanding and satisfaction throughout the support lifecycle.

Technical Support Specialist | H & R Block, Kansas City, MO | 04/2023 – 02/2025 | 40 hours a week

- Recognized in the “Operations All-Star Program” multiple times, including June and October 2023, as well as January, February, and September 2024, for performance excellence among 50 agents.
- Assisted in training 25 seasonal new hires through two-week training classes in windows 10/11 troubleshooting, software trouble shooting and salesforce procedures, reducing case processing time by 12%, with 2 hires successfully transitioning into full-time roles to fill open positions.
- Averaged 8 cases per hour 43% above expected performance while assisting in escalation support rooms, providing agents with approval to escalate to the next tier of support. Handled a variety of cases, including application support, network support, and infrastructure support.
- Assisted in maintaining sub-15-minute response times with high accuracy for Mission Critical cases, Field Escalations, Depot, and Dispatch queues, improving internal customer satisfaction and reducing overall Mission Critical case handling time.

- Assisted with reviewing cases on salesforce to ensure accuracy, completeness, and adherence to stricter requirements, verifying necessary information before approving escalation to higher-tier agents for resolution.
- Assisted with 3 special projects, including maintaining server drives and performance, installing third-party software, troubleshooting issues, and ensuring secure data transfer and retention. Contributed to creating 1 SOP for dispatch team members, supporting a smooth transition of the process to a new department.

Field Support Technician | H & R Block,

Antioch, CA | 03/2022 –04/2023 | 40 hours a week

- Successfully maintained the setup of 15-25 offices within a three-month span, achieving 100% completion by the goal date.
- Met service level agreements, including completing office visits within a maximum of three days.
- Maintained a 100% attendance rate for both field service days and phone technical support shifts utilizing salesforce and cxone to complete shift duties as well as teamwherx and mCommet.
- Assisted neighboring regions with office setup and maintenance, enhancing service efficiency and ensuring faster support for regional offices.

Executive Chef | Greek House Chefs,

Berkeley, CA | 03/2021 –10/2021 | 50 Hours per week

- Designed weekly menus for sorority houses, balancing nutritional value with preferences and dietary restrictions, including allergy considerations.
- Executed daily lunch and dinner service for two sorority houses and one fraternity house, serving a total of 70 students, while adhering to scheduled mealtimes.
- Efficiently managed time between food ordering, cleaning, cooking, and meetings with house leadership to ensure smooth daily operations and high-quality service.

General Manager | Round Table Pizza,

Bay Point, CA | 02/2020 –03/2021 | 50 Hours per week

- Managed a location with 7-15 staff members, overseeing daily operations while working alongside the team to ensure smooth execution.
- Trained staff and developed supervisors into management roles for other locations by teaching them how to mentor others, fostering independence, growth, and self-reliance.
- Maintained profit and loss for \$1 million in revenue within 5% of the goal by empowering staff, removing operational roadblocks, and enabling performance improvement.
- Fostered a team-driven, collaborative culture where members supported each other while maintaining self-sufficiency.

TRAINING & CERTIFICATIONS

CompTIA Security+ | CompTIA | XN2L5LLZMMFQQ1CC | Expires February 2028

CompTIA Project+ | CompTIA | N48WDZHQBEBQ1GS3 |

AWS Cloud Practitioner | Amazon Web Services | lc2f6b329823428da7lec9cbded68fU5 | Expires May, 2027

ITIL Foundations | Axelos | GR671624296AA | Expires February 2028

CompTIA A+ | CompTIA | G423V1KPWDB11NGM | Expires February 2028

Certified in Cybersecurity | ISC2 | 2187093 | Expires September, 2027

CompTIA CySa+ | CompTIA | L0BXYVMYY24QQHKQ | Expires February 2028