

ANDREW DEHAVEN

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GENERAL AREAS OF EXPERIENCE

- First Level Technical Support (Microsoft Operating Systems)
 - German to English Language Support
 - Project Management
 - HTML
 - CSS
 - Javascript
 - Node.js
 - mySQL
 - mongoDB
 - React
 - PHP
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EXPERIENCE

eZCom Software – Englewood, New Jersey

OCT 2019 - PRESENT

Implementation Specialist

- Implemented features, provided technical expertise along with training, and facilitated knowledge transfer to new clients.
- Collaborated successfully with various teams to validate all software processes.
- Tested all software measures in a timely manner according to the timeline provided by the client and retailer.
- Adhered to the Agile Software Development theory when implementing new documents for EDI testing.
- Improved and responded to change by continuously evaluating project plans, requirements and user needs.

Innovative Control Systems – Nazareth, PA

JAN 2019 - OCT 2019

Software Support Specialist

- Assisted customers on various software-related issues, such as various Windows Operating Systems versions.
- Guided customers through the process of transferring large amounts of data from Windows 7 to Windows 10.
- Performed queries in SQL databases to troubleshoot potential errors within customer related tables.
- Maintained and updated anti-virus licenses and updated firmware using Sonicwall firewall software.
- Trained customers within various processes about procedures on Wash Connect Software.

Computer Aid – Allentown, PA

Jan 2018-Oct 2018

IT Infrastructure Administrator/Software Support Tier 1

- Provided first-level technical support of Microsoft Office Suite applications, printer support, application download errors and general hardware/software problems in Windows 7/10 Operating Systems.
- Provided German to English translation on all IT related-issues for employees based in Germany.
- Used PowerShell to troubleshoot solutions for SCCM/Software Center.
- Worked in collaboration with tier 2 admins to navigate through employee groups/accounts in Microsoft Active Directory to enable applications for employee utilization.
- Facilitated the enrollment of Air Product's employees for the use of Microsoft Intune Company Portal.
- Guided new employees through the installation of Microsoft Authenticator on company owned mobile devices.
- Performed password requests for first time employees/password resets for active employees using Microsoft Active Directory.

SKILLS

Software/Applications – Microsoft Office Suite - Intermediate Excel, PowerShell, Javascript, SCCM, HTML, CSS, Node.js, MongoDB, mySQL, Microsoft 7, Microsoft 10, Office 365. **Languages** – German (Fluent), French (Understanding)

EDUCATION

Rutgers University

December 2020 - Present

- Full Stack Development Bootcamp
- Please visit my portfolio and my github account to see the applications I've worked on or created.
- <https://github.com/adeha047>
- <https://adeha047.github.io/Andrew-DeHaven-Portfolio>

Northwestern University. Majored in Speech Pathology.

September 2016 – August 2017

St. John's University

- B.A., Communication Sciences and Disorders, 3.94 GPA, Graduated Summa Cum Laude. **May 2016**
- Minor: German and International Studies. Studied abroad in Paris, Rome and Seville, Spring Semester 2014