ANDRE WOMACK

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[GitHub](#)
[LinkedIn](#)
[Digital Portfolio](#)

EDUCATION

Information Technology Professional Course	CourseCareers
Bachelor of Music Education	University of Kansas

CERTIFICATIONS

CourseCareers IT Professional
Google IT Support Professional
CompTIA A+
AWS Cloud Practitioner

PROJECTS

Project: Implementing a Help Desk Ticketing System (osTicket) using Azure Virtual Machines
Source: [GitHub](#)
Platforms and Technology Used: Azure Virtual Machines, osTicket, IIS, Remote Desktop

Project: Installing and Configuring Active Directory (On-Premises) in Azure
Source: [GitHub](#)
Platforms and Technology Used: Azure Virtual Machines, Active Directory, PowerShell, Remote Desktop

Project: Exploring Network File Shares and Permissions in Active Directory
Source: [GitHub](#)
Platforms and Technology Used: Azure Virtual Machines, Active Directory, Remote Desktop

EXPERIENCE

Employer: Tech 4 Life Computers, LLC   Dec 2025 - Present
Title: Level II Technician
- Diagnosed and resolved hardware/software issues and critical system failures including boot loops, BSOD errors, and WiFi connectivity problems across laptops, desktops, tablets, and mobile devices using advanced troubleshooting techniques
- Performed component-level repairs and upgrades including RAM/storage expansion, battery replacement, and cooling system maintenance
- Delivered one-on-one client training and facilitated group classes on emerging topics including artificial intelligence and cybersecurity best practices
- Administered user provisioning and resolved application issues for Office 365 and Google Workspace environments, including account setup and productivity application configuration

Employer: Tech 4 Life Computers, LLC   Aug 2024 - Dec 2025
Title: Level I Technician
- Delivered in-person and remote technical support for business and residential clients, troubleshooting issues related to networking, printers, hardware, and software across Windows and macOS environments
- Collaborated with Repair Bench Technicians to diagnose and repair hardware and software issues, including component replacements and system rebuilds
- Provided account management support for Microsoft 365 and Google Workspace, assisting clients with user provisioning, email configuration, and data access
- Conducted client training sessions on software applications, hardware usage, and IT best practices to enhance end-user productivity and reduce recurring issues

Employer: TikTok   Mar 2024 - Jul 2024
Title: User Support Associate, Account Inquiry
- Responded efficiently and accurately to end users needing assistance with their TikTok accounts
- Processed approximately 130 tickets daily with an average handle time of 3 min. using the ByteHi ticketing system
- Utilized multiple software applications to diagnose end user issues and support other departments

Employer: Cruise   Sep 2023 - Nov 2023
Title: Remote Assistance Advisor
- Provided troubleshooting on technical issues faced by autonomous vehicles and human passengers
- Analyzed the effectiveness and intuitiveness of new engineering tools for autonomous vehicles
- Supported product testing and provided feedback for various Research and Development (R&D) groups

Employer: Cave Creek Unified School District   Jul 2021 - May 2023
Title: Band Teacher
- Directed middle school and high school band programs of approx. 100 students

Employer: Saint Louis Public Schools   Jul 2019 - May 2021
Title: Band Teacher
- Created and taught music curricula intended for in-person and online music instruction

Employer: Anschutz Library   Jan 2016 - Jun 2019
Title: Help Desk Circulation
- Provided customer service to patrons by retrieving library books and checking out equipment such as headphones and laptops using library management software
- Assisted with basic technology support, such as helping patrons use printers, scanners, and computers
- Managed 8-10 staff members to accomplish tasks efficiently and ensure a smooth circulation process and patron satisfaction

SKILLS AND TECHNOLOGIES

Microsoft 365, Google Workspace, Email, Microsoft Authenticator, Printers, Ticketing Systems, Azure, AWS, Virtual Machines, Help Desk, Network Management, Firewalls, ACLs (Access Control Lists), Virtual Networks, Cloud Computing, File Permissions, Windows, macOS, Linux, iOS, Remote Support, Phoneware (VoIP), Communication