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Andrae Williams

Eager and ready to begin a career focused on the Information Technology and Electronics industry. I am driven to continue my education in IT as well as self-motivated to learn throughout my career. With experience as a confident leader I will show my commitment in my business driven work ethic. Knowledgeable of C, C++, and Java programming from intro college courses. I am proficient at troubleshooting PC issues, and installation and configuration of hardware and software. I look forward to starting this path to becoming a valuable member of your team.

EXPERIENCE

Shore Club Hotel, Miami Beach, FL — *Front Desk Manager/Night Audit Manager*

March 2014 - March 2020

- Substantial experience in Customer Service and satisfaction
- Managed a team of Front Desk agents to ensure company standards.
- Well trained in Hotel SOPs
- Conducted timely Night audit reviewing the daily paperworks.
- As Night Manager I was entrusted to protect the house and manage all staff on property.

Phone Repair Store, Miami, FL — *iPhone Repair Technician*

December 2012 - May 2013

- Troubleshooting the iPhone, iTouch, and iPad issues.
- Repaired and replaced damaged parts
- Maintained business hours and cash flow of a small office.

Ross, Miami, FL — *Loss Prevention*

July 2011 - August 2013

- Customer Service oriented prevention of theft in the store
- Conduct safety and security tours.
- Monitor surveillance cameras.

EDUCATION

CompTIA A+ 220-1101 & 1102

In-Progress

Resources: ITPro.tv & learn.comptia.org

Miami Dade College

May 2010 - December 2013

Covered areas of Accounting, Physics, and Mathematics.

Hallandale Adult Community Center — *GED*

June 2009

SKILLS

- Managerial Experience
- Customer Service Orientated
- CPR & AED Certified
- Device Troubleshooting, Installation, Configuration, and repair
- Dukes of Edinburgh Award - UK based student rucksack expedition