
ANDREW MILLER



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SKILLS

Experienced with Windows, Microsoft Office, Microsoft Outlook, Norton Utilities and related products, Corel Draw, Scribus, Inkscape, Gimp, Adobe Photoshop, Adobe Illustrator, Adobe Pagemaker, Adobe Streamline, Adobe Acrobat DC, RAMPAGE, Quark Xpress, VMWare, HTML and Web design software, and others.

Experienced with systems hardware and software diagnostics, repair and upgrade.

Experience analyzing user needs, selecting system hardware and configuring system software to maximize efficiency.

EXPERIENCE

CUSTOMER ENGAGEMENT SPECIALIST – OFFICE DEPOT

Management Role

Management of on duty staff in the completion of daily tasks

Management of incoming freight.

Planogram set and modification when necessary.

Organization and replenishment of floor stock.

Professional sales of all business machines and office supplies (computer systems, Android and Windows. tablets, printers, printer supplies, software).

Maintenance and repair of customer computers. Diagnostic of hardware and software issues. Hardware replacement on Laptop, Desktop and All-In-One PC's. Maintenance and repair of PC Software Issues. Cellphone screen and battery replacement. Diagnostic of issues involving printer, networked devices and WiFi connectivity.

Creation of digital files for print. Ex: Placards to reduce in-store theft, posters and banners for in-store advertisements.

Operation of Copy and Print Center

Cashier

CONTRACTOR – ISN

Services contracted to Shaw Industries in Dalton, Ga.

Installed new and replacement computer systems for single user, multi-user and lockdown systems.

Diagnosed and resolved issues with hardware and software across multiple Operating systems and hardware configurations locally and remotely via network resources.

Assisted with the diagnosis and resolution of network related issues.

Installed and configured a variety of software including Windows, Lotus Notes, Lotus SmartSuite, Microsoft Office, and others.

Recovered and restored vital data from crashed systems and damaged or defective hard drives.

Was regularly called upon by other technicians for assistance and advice.

Was relied upon for rapid repair or replacement of systems critical to plant operations minimizing monetary losses.

Analyzed user needs and advised on software or hardware purchases with consideration of cost and efficiency.

PREPRESS TECHNICIAN – BROWN PRINTING

Assisted in troubleshooting problems with Macintosh Computers on a Unix Network. Including postscript printing errors, software problems, and issues with the Unix server.

Proficient with page layout and graphics applications such as Quark Xpress, Macromedia Freehand, Adobe Photoshop and others.

Developed efficient methods for transferring files from PC applications into Adobe Illustrator or Macromedia Freehand format for use in professional printing applications.

Handled preflighting of incoming files.

Corrected graphic design issues which made documents unprintable on presses.