

Andrew Francis

Being born in '86 gave me the opportunity to grow alongside modern technology, social media, internet and gaming culture. While that isn't necessarily a purely positive thing, what it gave me is a unique perspective. The generational differences on either side are tremendous. Because of my unique position I have always been able to navigate those gaps and help bring peers together. Everyone has a unique background and is deserving of respect.

While I love helping others and teaching them new ways to explore their respective portals into the technological, that is not my passion. I love creativity and knowing that I've created something with my time. Regardless of the outlet, my desire to tinker, refine and create things drives my daily life. Or rather, it's what greases the wheel.

My career started in Web Design, Graphic Design and Desktop Publishing but career opportunities based on my specialties funneled me into more technical positions in IT. All these years later and now I'm pursuing a second degree in Media Arts. School is much more exciting the second time around.

Education & Certification

Wichita State University (Pursuing)

- BAA of Media Arts
- Minor in Creative Writing
- Certificate in Animation
- Certificate in Game Design

Butler Community College (Graduated)

- Associates in Applied Science
- Major in Windows Administration

Wichita High School East (Graduated)

Microsoft Certified Technology Specialist (Completed)

- Windows Server 2008 Network Infrastructure, Configuration

Communication | Creativity | Integrity | Technology | Design | Writing

Resume

Work History

Desktop Admin | Rand Graphics | 08/16 - Current

- Level 1-3 technical support for 200-250 employees
- Phone, Remote, On-site, Centralized Management
- Mac, Windows, Linux, iOS, Android, Chrome OS, AD, MDM
- GSuite, Office365, VMWare, VoIP, FreePBX, Sangoma
- EFI Digital Storefront & PACE
- Aimetis Symphony camera server management
- Mac/PC Hardware maintenance and repair
- Network installation and troubleshooting
- Track and procure IT and print related inventory
- Dictation and Technical documentation

Graphics & IT | Sharpe Printing Company | 04/16 - 08/16

- Desktop Publishing, Prepress
- Maintained network, computer, print hardware

Freelance | Chained Sky Studios | 06/04 - Present

- Refer to for gaps in employment
- General technology advice and assistance
- Various design services

Hardware Support Technician | Via Christi | 07/14 - 01/15

- Level 1-2 technical support for multi-state medical
- Phone, Remote, Call Center
- Windows, AD, Citrix, Encryption, Networking
- Track IT related inventory.
- Catalogued and stored tape-based backups between sites

IT Admin | Comprehensive Neurodiagnostics | 09/11 - 12/13

- Complete technical support solution for medical office
- Phone, Remote, On-site, Mac, Windows, iOS, AD
- Microsoft Office, Hyper-V, Windows Server
- Mac/PC Hardware maintenance and repair
- Network installation and troubleshooting

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