

ANDREW HELS

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TECHNICAL SUPPORT LEADER • BUSINESS DEVELOPMENT STRATEGIST • SOLUTION-ORIENTED INNOVATOR

CAREER SUMMARY

- » **Outcome-driven** technology repair business owner recognized for 10+ years of experience serving B2B and B2C customers.
- » **Entrepreneurial leader** skilled at spearheading breakthrough business strategies that ignite markets and accelerate sales.
- » **Analytical thinker** with success in translating complex client problems into clear solutions to achieve peak satisfaction ratings.
- » **Hands-on collaborator** who excels at engaging with operations & support teams to administer back-end business functions.

SUMMARY OF SKILLS

Root-Cause Analysis • Troubleshooting • Technical Support • Virus Removal • Office 365 • Diagnosis • Soldering • Customer Service • Consulting • Market Research • Consumer Trends • Business Analysis • Strategic Planning • Accounting • Social Media Marketing

PROFESSIONAL EXPERIENCE

Optum: United HealthGroup | Minnetonka, MN

Sr. Mac Technical Support Analyst | May 2022 – Current

DontDitchItFixIt, LLC | St. Louis Park, MN

Technical Support Specialist; Founder | July 2010 – September 2021

Key Contributions

- ◆ Launched one of the highest rated electronics repair service centers in Minnesota from the ground up.
- ◆ Mobilized high caliber teams to develop and expand the business by acquiring high value B2B and B2C accounts.
- ◆ Earned over 200 reviews with an avg. of 4.9 out of 5 stars on Yelp, Google, and more with consistent positive feedback.
- ◆ **Clients:** Star Tribune, Gander Mountain, Regis Corporation, Minnehaha Academy, Sequel Response, & more.
- ◆ Authorized repair provider for SquareTrade.

Business Development and Leadership Strategy

- ◆ Designed, updated, and maintained a business website and email services to build awareness in the market.
- ◆ Deployed first-of-their-kind marketing campaigns and strategies to accelerate growth of clients in pipeline.
- ◆ Created and developed the brand by conducting market research and competitor benchmarking to identify gaps.
- ◆ Recruited, hired, and trained 12 new employees to ensure consistent repairs across hardware and software systems.
- ◆ Owned all back-end office functions, including VoIP systems, employee scheduling, payroll, P&L, and other financial statements.

Customer Relationship Management

- ◆ Tracked the full customer lifecycle from prospecting, intake of personal information, and managing device inventory.
- ◆ Addressed and resolved customer complaints and any atypical issues to mitigate any escalations as needed.
- ◆ Provided IT support including virus removal, data recovery, diagnosis, and repair of several complex hardware and software components.
- ◆ Soldered devices when needed and utilized root-cause analysis to troubleshoot Windows and Apple operating systems.
- ◆ Created all forms and documentation to gather customer requirements, outline costs, and define delivery timelines.

EARLY CAREER

Lab Technician | TLC Precision Wafer Technology | 2+ Years

TECHNICAL SKILLS

IT Support, Computers, Smartphones, Repair & Refurbishment, Data Recovery, Virus Removal, Windows OS, Mac OS, iOS, Android