

Andrew McKinnon



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MAXIMUS

Support Distro Admin - Admin 2

April 2022-March 2023

- Responsible for maintaining quality control for all correspondence coming in to the CA UI Support Email Distribution
- Ensure that tickets are addressed following proper procedure and do not get overlooked
- Responsible for monitoring the most current ticket archive and reporting numbers to leadership daily
- File ticket reports on users and run Potential Call Avoidance (PCA) investigations
- Assist the support team where needed to include troubleshooting triages, moving tickets from any SmartSheet sheets when requested, answer general questions, and do deeper dives on situations to expedite processes
- Trusted to seek improvements to procedures to help with streamlining the project with multiple suggestions implemented

CONTINUED LEARNING

- Treehouse online learning daily lessons for web development

MILITARY EXPERIENCE

Infantry Marine USMC

2012-2017

- Team Leader
- Mentored team members and assisted in preparing personnel for deployment

EDUCATION

San Diego Global Knowledge University

September 2023-April 2024

Full Stack Development Immersive Course

Certificate of Completion

Savannah College of Art and Design

2019-2021

The Art Institute of Charleston

2017-2018

Relevant Skills & Training

- HTML
- CSS
- JavaScript
- React
- Python
- jQuery
- UX & Responsive Web Design
- Software Development Life Cycle
 - Agile
 - SCRUM
 - Test-driven development
- Django
- Ubuntu
- Visual Studio Code
- GitHub
- Firebase / Cloud Firestore
- Bootstrap
- Jinja
- MS Excel, Word, Powerpoint, Teams
- SmartSheets, Amazon WorkSpaces