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|  | **Drew Squire** |  | E:  drew@dsquire.com P:  (303) 229-6394 A:  7936 Joan Dr, Denver, CO 80221    http://www.dsquire.com |  |

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| |  |  | | --- | --- | | **❘** | **Professional Summary** |   I love to write, and I love computers. People call me a madman for combining these two Herculean-level traits into a single mind, but that's a risk I'm willing to take.   |  |  | | --- | --- | | ❘ | **Work History** |   Collective Goods - *IT Support Specialist*  Broomfield, CO • 10/2007 - 08/2019  The IT Support position at Collective Goods rarely adhered to any structure, with the day-to-day revolving around supporting end-users with their software and hardware related issues via ticket system.   * Worked with 300+ remote-operating sales representatives on any problems they encountered with company provided laptops and equipment, as well as personal computers * Tracked and maintained multiple sets of desktops, laptops, printers, etc * Repaired and replaced malfunctioning hardware from incoming and outgoing shipments * Supported 50+ in-office employees with their hardware and software needs, such as upgrades and replacements of their workstation equipment * Provided extensive support training on the various company in-house software suites to all employees * Created and distributed dozens of instruction sets for software suites and company tasks * Documented solutions to thousands of completed tickets   HOPS Microbrewery, TGI Fridays - *Server*  Thornton, Northglenn, CO • 01/2006 - 09/2007  Even though this was a "I need a paycheck to survive" chapter of my life, I give a lot of credit to these jobs for helping me come out of my reclusive shell and become more comfortable with people I don't know. The social skills I picked up here have been invaluable my entire life, and I don't regret a day of it.   * Conjured and maintained a friendly and helpful persona to increase tips and create repeat customers * Established a communication foundation with our line chefs who didn't speak English * Maintained a high-speed pace throughout my shift, doing everything possible to ensure my customers weren't being neglected * Helped describe and convey menu items to customers * Constant maintenance of my "Section" including cleaning, restocking, sweeping, etc |  | |  |  | | --- | --- | | **❘** | **Personal Skills** |  * Comprehensive Reading Skills * Adept Writing Ability * Adept Communication Skills * Adaptable and Flexible * Software Troubleshooting * Hardware Diagnosis and Replacement * End-User Support * End-User Software and Hardware Training * Self-Sufficient and Independent * Help Desk Ticket Systems * Multitasking and Prioritization * Pacifying Agitated Customers and Employees * Calm and Friendly Demeanor * Creating Tutorials and Guides * Image Creation / Deployment  |  |  | | --- | --- | | ❘ | **Software Skills** |  * Microsoft Office 365 (User and Administrator) * Microsoft SQL Express (2005-2012) * Microsoft Sharepoint Online (User and Administrator) * Adobe Photoshop * Panda Security * Acronis True Image * Comcast VoiceEdge * Remote Desktop / VPN * Sage MAS 500 * ManageEngine ServiceDesk+  |  |  | | --- | --- | | ❘ | **Accomplishments** |   Published Novels:   * ****It All Led to This -**** https://tinyurl.com/dsquire-ialtt * ****A Menagerie of One -**** https://tinyurl.com/dsquire-amoo  |  |  | | --- | --- | | ❘ | **Education** |   Westwood College  Denver, CO  *Bachelor of Science*: Computer Animation |