
Andrew Alba

218 B Bean Avenue South
Dilworth, MN 56529

Cell: 218-790-0574
support@albaadvertising.com

IT Support Technician

Experienced computer support desk supervisor with two and a half years of applied trouble shooting on various hardware and software on multiple operating systems. Proven ability to recognize, analyze and resolve problems promptly to insure complete customer satisfaction.

Operating Systems	Windows (95, 98, 2000, NT, XP), Mac OS X, Linux.
Concepts	Web Design, Graphic Design, Networking, Database creation and maintenance
Languages	HTML, PHP, JavaScript, C++, and Perl/CGI
Software	Microsoft Office, Photoshop, Illustrator, InDesign, Acrobat, Premiere, Flash, Dreamweaver, Fireworks
Hardware	PC's, Peripherals, Memory/Network/Video Cards

Professional Experience

SEI CCS, Inc

Customer Support Supervisor

2003 - Present

Responsible for supervising Customer Care Professionals as they trouble shoot hardware, software and procedural issues as well as monitoring daily operations to ensure customer service that will result in high customer satisfaction with SEI services and build a reference base of customers.

- Develop, motivate, and direct Customer Care Professionals through training, creation of standardized capabilities model and financial incentives.
- Assist Customer Care Manager by ensuring daily operations meet or exceed client expectations and assist in preparing monthly reporting.
- Develop tasks and projects that impact the success of the Help Desk.

Andrew Alba Advertising & Design

Owner

2001 – Present

Responsible for creating imaginative designs and innovative marketing and promotions for a small group of clientele.

- Create aggressive and effective marketing strategy for small business owners and organizations.
- Medias of marketing and advertising include print, web and/or internet, and radio.
- Clientele list that includes:
 - One of the nations largest live action haunts in North America
 - Full service dive shop located in NW Minnesota.
 - The North Dakota Arts Alliance
 - Ascension Lutheran Church
 - YMCA summer camp

More information can be found on line at www.albaadvertising.com.

The Spectrum

Advertising Manager

1999-2002

Managed a staff of eight in the business, marketing and production sections of a college newspaper. Was responsible for maintaining all computers, network, website, and inventory of the computer hardware, software and peripherals.

- Was responsible for implementing the structure and protocol for all digital paper in conjunction with the editor. Took old system of paste up and converted process to an all digital design in 2000.
- Spectrum used Mac G3 and G4 computers for design, iMacs for copy and Power Mac G4 cube for web hosting and ftp.

Education

North Dakota State University- Electrical Engineering 1998 - 2002

North Dakota State University- Architecture 1989 – 1993

Activities

City of Dilworth Volunteer Fire Department

1999 - Present

City of Dilworth Park Board Member

1998 - Present

Ascension Lutheran Church Council Member

2000 - Present