ANDREW MAITLEN

IT SPECIALIST

CONTACT

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SKILLS

Microsoft 365
Power Platform
Active Directory
Microsoft 10 & 11
Software/Hardware Installation
Customer Service
Troubleshooting
Mobile Device Support

EDUCATION

Southern New Hampshire
University
2023 - 2025
BA in Information Technology

Parkland Community College
2014 - 2018
AA in General Studies with a
focus in IT

PROFILE

Dedicated and solution-oriented IT professional with a background in technical troubleshooting, customer service, and hardware/software support. Skilled in resolving complex issues with patience and tact while maintaining confidentiality. Proficient in Microsoft Office, Windows OS, and Active Directory with a commitment to continuous learning in IT systems and applications.

EXPERIENCE

Developer/Customer Experience Manager – Bedloft.com – Champaign, IL
OCT 2019 – Present

- Provided technical and operational support for customer accounts, ensuring seamless interactions via phone and email queues.
- Managed system check-ins and troubleshooting for internal platforms, improving overall user experience.
- Documented customer issues and resolutions for reference and process improvement.
- Supported and enhanced internal systems, including PowerApps and SharePoint, ensuring efficient workflows and seamless operations.
- Developed a custom chatbot leveraging Copilot, designed to streamline customer interactions and improve service efficiency.

Team Lead – Caterpillar – Champaign, IL
SEP 2022 – AUG 2024

- Spearheaded team leadership as Warehouse Team Lead, supporting the Section Manager by effectively coordinating and delegating workflow to optimize day-to-day operations.
- Played a key role in promoting collaborative team dynamics and strategically modifying operational priorities to enhance productivity and efficiency.
- Excelled in a dual role incorporating project management and data analysis, responsible for collecting, analyzing, and reporting performance metrics, facilitating data-driven decision-making processes.