

# Andrew P. Buelow

## SUMMARY

A hard-working, driven professional with excellent writing, verbal and computer skills. Mechanically inclined with an understanding of how things function with the ability to communicate that information effectively. Good with tools and machinery as well as troubleshooting and resolutions. A highly organized and detail-oriented employee with a strong background in customer relations, trade work and inventory management. Possesses the ability to adapt to the needs of my employer.

## QUALIFICATIONS

- ❖ Able to effectively deal with those whom require high levels of patience, tact, and diplomacy
- ❖ Ability to understand and carry out instructions.
- ❖ Dedicated to use any resource necessary to obtain practical and ethical solutions.
- ❖ Excellent communication and coaching skills.
- ❖ Experience in welding and metal fabrication
- ❖ Firm ability to maintain a professional manner under stress.
- ❖ Large scale inventory management control.
- ❖ Manages time as well as others to achieve maximum work efficiency.
- ❖ Marketing, pricing and cash management experience.
- ❖ Mechanically inclined with the ability to take apart unfamiliar items and understand how they work.
- ❖ Strong attention to detail.
- ❖ Willing to be trained to suit the needs and expectations of employers.
- ❖ Work well with teams or independently with minimum supervision.

## PROFESSIONAL EXPERIENCE

### Sprint

### Operations Specialist

Current

- ❖ Access to location's security for inventory and cash management control.
- ❖ Daily shipping and receiving as well as product placement.
- ❖ Marketing, pricing and display implementation.
- ❖ Perform weekly and monthly counts of products.
- ❖ Prepare location for corporate audits.
- ❖ Responsible for maintaining documents and count records for audit and legal purpose.
- ❖ Weekly reporting on profit, loss and logistics to regional management.

### Apple Inc

### Tier 2 IOS Technical Support Senior Advisor

2014

- ❖ Assist Customers/Tier 1 Advisors with technical support related issues on Apple IOS/MacOS devices.
- ❖ Inform and guide individuals through troubleshooting and next steps needed to resolve issues.
- ❖ Maintain customer loyalty through high quality customer service and timely communication with the customer through phone or Email.
- ❖ Responsible for probing customer issues and finding the root cause and providing an absolute resolution.
- ❖ Utilize all resources to insure the best results for customer interactions.
- ❖ Responsible for maintaining company average call handle time requirements and required metrics.

### Colorado Custom Fabrication

### Welder/Fabricator

2007

- ❖ Daily use of breaks, shears, horizontal band saws, plasma cutters and other fabrication tools.
- ❖ Maintained an organized work space.
- ❖ Packaged and prepared products for safe shipping.
- ❖ Read and translated CAD blueprints into physical products.
- ❖ TIG and MIG welding.
- ❖ Use of proper safety and security measures.

## DEGREES AND SCHOOLING

- ❖ Associates Degree, Wyoming Technical Institute. Laramie, WY. **2006-2007**
- ❖ High School Diploma, Rocky Mountain Lutheran, Northglenn, CO. **2002-2006**

References available upon request.