

## Andrew Henderson

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### Education

Atlas School – Tulsa, OK

Systems Programming Certificate (Expected 2026)

20-month project-based program covering Linux/Windows administration, networking, APIs, scripting, cybersecurity fundamentals, Agile workflows, and full-stack development.

### Technical Skills

Troubleshooting & Diagnostics • macOS / iOS • Windows OS • Apple Diagnostics • OS Imaging  
Active Directory Basics • Networking (DNS, DHCP, TCP/IP) • REST APIs • Git • Linux  
Microsoft 365 • Azure Fundamentals • Hardware Support • Device Setup & Configuration

### Professional Experience

- **Apple** — Technical Specialist (Tulsa, OK) — Aug 2021 – Oct 2024
  - Diagnosed and resolved macOS/iOS issues, including OS/hardware/network/account-related issues.
  - Documented troubleshooting steps and collaborated with engineering for escalations.
  - Guided customers through onboarding, accessibility features, and device configuration.
- **Microsoft** — Technical Associate & Event Coordinator (Tulsa, OK) — Oct 2014 – Mar 2021
  - Supported OS installations, reimaging, authentication, updates, and general troubleshooting on-site and remote
- **AT&T** — Consumer Sales Consultant (Tulsa, OK) — Mar 2021 – Aug 2021
  - Assisted customers with device setup, activation, and connectivity troubleshooting.

### Projects

Discord/Twitch Bot (Python): Built a bot with automated moderation tools, XP system, and role assignment features.

Taste-Grabber Recipe Analyzer (JavaScript/REST API): Created a web app using the Spoonacular API to analyze recipes and flavor profiles.

### Additional Experience

Hot Topic — Keyholder (Tulsa, OK) | July 2025 – Present

- Trained new associates and managed SharePoint reporting and store operations.

Sears — Electronics Sales Associate (Tulsa, OK) | 2013 – 2014

- Assisted customers with technology product selection and performance comparisons.