

Andres Chela

Charlotte, NC • +1 704 901 6752 • Andres@andreschela.com • andreschela.com

IT Support Specialist

- Customer-driven IT Professional with 2+ years of high-volume service experience. Transitioning to Tier 1 Support with a focus on first-call resolution and user empathy.
- Technical Foundation: Completing Google IT Support Certificate; maintaining a live portfolio on Azure via GitHub.
- Soft Skills: Expert in de-escalating complex issues and translating technical jargon for non-technical users.
- Operational Ready: Fully prepared for remote 4x10 shifts and high-pressure service environments.

WORK EXPERIENCE

Wal-Mart

04/2024 - Present

Retail Sales Lead / Customer Service Specialist

Charlotte, NC

- Customer-Driven Service: Provided front-line support in a high-volume environment, consistently resolving 50+ customer inquiries daily with a focus on first-contact resolution.
- Technical Hardware Support: Provided on-site troubleshooting and maintenance for Point of Sale (POS) systems, thermal printers, and handheld inventory devices, ensuring minimal operational downtime.
- Conflict Resolution: Expertly de-escalated complex customer service issues, maintaining a professional demeanor under pressure—a skill directly transferable to Help Desk support.
- Process Improvement: Streamlined the inventory check-in process by utilizing digital logging tools, reducing errors by 15%.

EDUCATION

High School Diploma

Cabarrus Charter Academy

Kannapolis, NC • 06/2022

CERTIFICATIONS

Google IT Support Professional Certificate

04/2026 - Present

Google

Microsoft Certified: Azure Fundamentals

Microsoft

CompTIA Security+

CompTIA

PROJECTS

Azure-Hosted Cloud Portfolio

Description: "Deployed a professional portfolio site on Azure Static Web Apps using a hard-coded HTML/CSS foundation.

Configured custom DNS records (A, CNAME, TXT) via Porkbun and implemented a CI/CD pipeline with GitHub Actions for automated deployment."

Proxmox Virtualization Home Lab

Description: "Engineered a local virtualization environment using Proxmox VE to simulate enterprise infrastructure.

Successfully deployed and managed Windows Server and Linux virtual machines for active directory testing and network troubleshooting practice."

SKILLS

Active Directory, Azure, Communication skills, Computer hardware, Customer service, IT Help desk, IT support, Linux, Microsoft Office, ServiceNow, Software troubleshooting, Windows Operating systems

Languages: English-Fluent, Espanol - Fluent