# Andrew Sunderland

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github.com/AndrewSunderland
andrewsunderland.github.io

**EDUCATION**

Oregon State University, Corvallis, OR - 3.43 GPA
Completed 198 credits toward a BS in Computer Science

**COMPUTER SKILLS**

*Languages & Software:* C, C++, Flutter, Dart, Python, MySQL, HTML, CSS, JavaScript, Bootstrap, Git
*Operating Systems:* Microsoft Windows, Mac OSX, Linux

**EXPERIENCE**

*AppleCare Support Agent*     January 2014 - September 2017
Apple, St Helens, OR
- Provided world class customer service
- Experience with Macs, iPhones, iPads and Apple Software
- Consistent in meeting performance goals set by respective teams

*Small Business Accounts Support Agent*     April 2013 - July 2013
Yahoo, Hillsboro, OR
- Assisted customer's with small business billing inquiries
- Troubleshot business email issues
- Worked many hours of overtime

*AppleCare Support Contractor*     December 2010 - April 2013
Xerox, Tigard, OR
- Provided Senior Advisor tech level experience
- Provided Quality Assurance experience
- Repeatedly received full satisfaction from customer surveys

*Communications Systems Specialist Soldier*     July 2008 - July 2009
United States Army, Ft Gordon, GA
- Setup of radios, computers and satellite equipment
- Worked as a team in stressful situations
- Top secret security clearance
- Honorable discharge

**PROFESSIONAL DEVELOPMENT**

- Constructed an iOS and Android application in Flutter, designed to help reduce food waste.
- Built a website to track records using a back-end database using MySQL
- Built a program to utilize network Sockets for simple file transfer
- Built an API using Googles Cloud API Engine.
- Visit andrewsunderland.github.io for more professional development examples