Austin Anderson

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Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Mobile Activations & Repair Specialist

Spectrum-Saint Petersburg, FL
July 2025 to Present

- Delivered technical support for mobile device activations, provisioning, and troubleshooting via phoneand remote tools in a high-volume call center environment.
- Diagnosed and resolved device issues including hardware malfunctions, software errors, networkconnectivity, SIM card provisioning, and warranty concerns.
- Performed step-by-step technical walkthroughs with customers to configure settings, perform softwareupdates, and restore device functionality.
- Collaborated with internal IT and mobile carrier support teams to escalate and resolve complexactivation or repair cases efficiently.
- Maintained high levels of customer satisfaction through clear communication, empathy, and timelyproblem-solving in a fast-paced, metrics-driven environment.
- Stayed current with evolving mobile device technology, operating systems, and carrier-specificactivation protocols to ensure accurate support delivery.

Associate Engineer

C.T.D.I-Hebron, KY
August 2024 to Present

- Troubleshot and resolved hardware and system failures across production units, client returns, andfield-deployed systems.
- Conducted root cause analysis and implemented corrective actions to improve system reliability.
- Proposed system redesigns and evaluated new hardware/software solutions for performance andcompatibility.
- Assessed technical requirements for IT systems and contributed to the planning and deployment oftesting frameworks.
- Produced detailed technical documentation, including network diagrams, troubleshooting guides,process flowcharts, and project status updates.
- Supported the development and configuration of IT prototypes, infrastructure components, andintegrated system assemblies.
- Collaborated in team meetings to prioritize tasks, report progress, and align with project deadlines.

- Trained junior technicians on standard operating procedures for diagnostics, repair, and system testing.

Engineering Technician
The Adecco Group-Hebron, KY
August 2024 to September 2024

- Performed preventative maintenance on IT and test equipment to ensure optimal performance andminimal downtime.
- Collaborated with corporate engineering and operations teams to develop and standardize test andrepair procedures.
- Supported branch teams in deploying and maintaining tools and workflows to streamline diagnosticsand repair processes.
- Managed shipping and receiving of technical equipment, fixtures, and tools to support operationalneeds.
- Executed software updates and validation processes, with a focus on Amazon software platforms.
- Assessed technical requirements for test systems and coordinated related implementation efforts.
- Created comprehensive documentation, including test procedures, schematics, process flowcharts, andstatus reports for ongoing projects.

Data Center Technician
Lorien Global-Florence, KY
February 2024 to August 2024

- Performed diagnostics and repairs on servers, addressing issues ranging from hardware (circuit boardlevel) to software-related faults.
- Utilized electronic test and measurement tools to troubleshoot and validate system performance.
- Interpreted and applied technical documents, including schematics, Bills of Materials (BOMs), andEngineering Change (EC) documentation.
- Collaborated with the Test Engineering team to enhance diagnostic procedures and improvetroubleshooting efficiency for electronic assemblies.

Technical Support
Luxottica-Mason, OH
August 2023 to November 2023

- Identified and implemented effective hardware and software solutions to meet user needs.
- Troubleshot and resolved technical issues across systems, applications, and networks.
- Diagnosed and repaired hardware and software faults to restore functionality and minimize downtime.
- Resolved network connectivity and configuration issues for both local and remote users.
- Installed, configured, and maintained IT hardware, software, and peripheral devices.

- Communicated with end users to quickly identify root causes and deliver timely support.
- Ensured compliance with Service Level Agreements (SLAs) by maintaining high standards of servicedelivery.

Desktop Support Technician
GO Concepts, Inc.-Lebanon, OH
November 2022 to August 2023

- Diagnosed and repaired hardware and software issues across various end-user devices.
- Assessed and processed devices for warranty service or manufacturer repair.
- Performed imaging, configuration, and deployment of laptops and desktop systems.
- Set up and enrolled Apple iOS devices into enterprise mobile device management (MDM) systems.

Education

Bachelor's degree in Cybersecurity
Full Sail University-Remote
July 2025 to Present

Associate's degree in Computer Science
Sinclair Community College-Mason, OH
June 2023 to August 2024

Technical school in Information Technology
Warren County Career Center-Lebanon, OH
August 2022 to May 2023