Evander Szczepanek-Lowe

Computer Technician, Bench Repair and Fleet Support

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CERTIFICATIONS

CompTIA A+, 2019

CompTIA Network+, 2022

Dell and HP warranty repair authorization, 2021

SUMMARY

Computer technician with 6 years of bench repair, imaging and on-site support for a school district and a retail repair shop. Diagnoses and repairs about 35 laptops and desktops a week, with a 2-day average turnaround and a repeat-repair rate under 3%. CompTIA A+ certified and comfortable with Windows, macOS, ChromeOS and basic networking.

EXPERIENCE

Computer Technician II — Yellowstone Valley School District

Billings, MT · Aug 2021 – Present

- Repair about 35 student and staff devices a week across 14 schools, with a 2-day average turnaround.
- Imaged and deployed 2,600 Chromebooks and 480 Windows laptops during a summer refresh, finishing 9 days early.
- Replaced 310 failed screens, keyboards and batteries in-house, saving about $41,000 against vendor repair quotes.
- Kept repeat repairs under 3% of tickets for 2 school years by running a burn-in test before every return.
- Trained 3 student interns each summer on imaging, asset tagging and safe battery handling.

Bench Technician — Rimrock PC Repair

Billings, MT · Mar 2018 – Jul 2021

- Diagnosed and repaired about 25 customer computers a week, from virus cleanups to motherboard swaps.
- Recovered data from about 140 failing drives a year, with full recovery on roughly 85% of jobs.
- Raised the shop's online rating from 4.1 to 4.7 over 2 years by calling customers with clear quotes before work.

SKILLS

Hardware: Laptop and desktop teardown, screen and keyboard replacement, RAM and SSD upgrades, power supply and board diagnosis

Operating Systems: Windows 10 and 11, macOS, ChromeOS, Linux live tools, driver and BIOS updates

Deployment & Tools: Microsoft Intune, Google Admin console, MDT imaging, asset tagging, ticketing in Freshservice

Networking & Security: TCP/IP basics, Wi-Fi troubleshooting, printer setup, malware removal, BitLocker recovery

EDUCATION

A.A.S. Computer Support Technology, Yellowstone Plains Community College, 2018

Fictional example by FindAJobAI: the person, employers and numbers are invented.