

Andrew Benenati

Handling it, matters.

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Professional summary

My background is a mixture of computer work, retail, and writing.

I am proficient across Linux, Windows, and Mac systems as well as computer hardware cleaning and repair. I possess skill in writing user-friendly documentation—including knowledge base articles, tutorials, and guides—for diverse audiences.

You can view examples of my writing portfolio here:

<https://reentry.co/PVGBRurwMQXKJB4Uurcp9fUPXJNXaDaU>

I also hold a current StateFoodSafety Food Handler's Card.

Work authorization

Authorized to work in the US for any employer

Work experience

Construction / Maintenance

Maintenance

January 2023 to January 2025

This listing compiles the experience & skills I gained over the last 20 years:

Construction Experience:

1 year Construction Helper

1 year at a home renovation

6 months for Arizona to indoor room conversion

Construction Skills:

Carpentry (framing)

Electrical (pulls, receptacles, can lights, lighting fixtures)

Flooring (porcelain and vinyl planks)

Plumbing (p-traps, relocate plumbing, sink lines, RO systems)

Handyman Skills:

Basic electrical and plumbing (fixtures or servicing)

Painting (touch ups, up to 400 sqft rooms)

Repair or replace appliances

Channellocks

Shop & Worksite:

Shop organization and cleanliness

Waste and junk removal

Basic safety practices (not OSHA-certified)

Comfortable with ladders and scaffolding

Shop Tools Experience:

Automotive Hand/Power Tools (wrenches, screwdrivers)

Angle grinders (6-inch)

Torque Driver/Wrench

Equipment & Vehicle Skills (accumulated 2 years full-time):

Replace belts, brakes, filters

Diagnose basic vehicle systems (including OBD-II)

Flush/maintain fluids (coolant, engine oil, braking fluid, etc.)

Other Duties:

Research and order parts

Complete tasks and provide receipts

Work with Maintenance Lead

Technical Support Chat Advisor

InTouchCX | Mesa, AZ

April 2023 to September 2023

I provided technical support via chat for a client of InTouchCX, managing multiple channels and focusing on problem-solving with limited advanced support.

Key responsibilities included:

- Directing and prioritizing attention across various chat channels
- Employing critical thinking and logical decision-making
- Researching previous support interactions to identify solutions
- Adapting communication styles for different audiences and interpreting non-verbal cues
- Utilizing smartphones, tablets, and PC/Mac products
- Navigating multiple systems for effective research
- Applying analytical skills to resolve complex technical issues

Additionally, I received training to support a highly regulated financial service.

Technical Support Advisor

IntouchCX | Mesa, AZ

January 2023 to April 2023

I provided technical support over phone systems for a client of InTouchCX.

Key responsibilities include:

- Retaining a wide range of procedures and client company policies
- Demonstrating a strong desire to learn about various help topics
- Adapting to processes supported by a knowledge base
- Producing accurate and helpful case documentation
- Welcoming feedback from the Quality Assurance team for growth
- Applying critical thinking to resolve data-sensitive issues
- Utilizing analytical and investigative skills for problem-solving
- Meeting and exceeding company and client expectations.

Tier 2 Technical Support

ARCSmart Solutions, LLC | Gilbert, AZ

November 2021 to December 2022

I provided inbound technical support for satellite internet customers.

Tech Support:

- Develop solutions for customer issues
- Assist non-technical users
- Use Salesforce and Alvaria VoIP systems
- Help with Wi-Fi and LAN setups
- Communicate with Tier 3 Tech Support
- Educate customers on bandwidth limits
- Guide troubleshooting steps
- Research solutions online

Billing:

- Manage billing and invoicing
- Explain charges to customers
- Coordinate with Help Desk and billing teams

Sales:

- Advise on upgrades and service changes
- Recommend premium add-ons

Dispatch:

- Communicate with customers and distributors
- Document issues in Oasis Field Service Order systems

Additional Contributions:

- Maintain patience with difficult customers
- Uphold professionalism
- Assist coworkers with tech issues
- Create tutorials for internal use.

Night Stocker

Stater Bros Markets Inc. | Lake Elsinore, CA

January 2019 to October 2019

I transitioned from Cashier to Night Stock Crew in four months and spent about a year in this role, including six months as Night Supervisor.

Key Responsibilities:

- Operated electric pallet jack and warehousing jack lift
- Managed store security with key access
- Handled various tasks: grocery, general merchandise, frozen items, ad signage, price checks, and rotations
- Served as the go-to person for shift coverage; flexible and reliable.

Cashier

Stater Bros Markets Inc. | Lake Elsinore, CA

August 2018 to December 2018

I transitioned from Meat Clerk to Cashier

Key Responsibilities:

- Checked and bagged groceries
- Processed cash, card, and check transactions
- Stocked end caps and assisted with large floor displays for General Merchandisers.

Meat Clerk

Stater Bros Markets Inc. | Lake Elsinore, CA

January 2018 to July 2018

After six months as a Courtesy Clerk, I became a Meat Clerk.

Key Responsibilities:

- Delivered high-quality customer service
- Cut, prepped, and packaged steak, chicken, and pork
- Maintained a positive attitude during busy rush hours
- Cleaned pans and maintained band saws during closing shifts
- Broke down pallets of meat and 40+ lb boxes in freezing temperatures.

Courtesy Clerk

Stater Bros Markets Inc. | Lake Elsinore, CA

June 2017 to December 2017

I was hired as a Courtesy Clerk by Gregory Vinyard at Store 087.

Key Responsibilities:

- Welcomed customers with friendly greetings
- Provided exceptional customer service
- Assisted customers with their vehicles
- Helped disabled customers in and out of the store
- Walked customers to their cars and unloaded groceries
- Collected carts in all weather conditions
- Swept and mopped floors, tracking sweeps and cleanups.

Dishwasher

Villa de Amore Catering | Temecula, CA

February 2017 to June 2017

At Villa de Amore, for approximately four months, I washed dishes for 200+ wedding guests four days a week from 6PM to 11PM.

Education

High school diploma

Choice 2000 On-Line | Perris, CA

June 2008 to August 2009

Upper secondary education

Computer Information Systems (College Degree (incomplete))

Languages

English - Expert

Certifications and licenses

Driver's License - Class D

February 2021 to February 2029

StateFoodSafety Food Handler Certification

August 2025 to August 2028

Driver's License

Class D