

Robert Turner

RobertTurner89@gmail.com | (937) 424-7967 | Washington Township, OH | [LinkedIn](#)

PROFESSIONAL ACCOMPLISHMENTS

- 10+ years in technology.
- Recognized for outstanding work during the pandemic and dedication to information security.
- Proud member of the Ohio Valley Woodturners Guild.

WORK EXPERIENCE

Montgomery County Data Processing

Feb. 2020 – Present

Senior PC Network Specialist

Dayton, OH

Systems Administrator for all data processing under the County Auditor.

- Streamlined workstation deployments and decreased time to deploy by 75% through automation using MDT and PowerShell scripting.
- Automated processes and reports by writing programs in Python and interfacing with databases in PostgreSQL, increasing accuracy and delivery of common metrics.
- Led security initiatives with multiple departments to increase awareness of active threats and current cybersecurity campaigns.
- Developed and executed a project plan to migrate all users to Exchange Online, increasing mail performance while simultaneously reducing storage costs.
- Enhanced security posture by leading projects to implement endpoint encryption on all devices and multi-factor authentication for remote access to systems.

Taylor Corporation

Jun. 2014 – Feb. 2020

Systems Administrator

Dayton, OH

- Increased first-call resolution by 20% by developing an internal knowledge base for tracking issues and instructions on how to resolve common problems encountered by the team.
- Created scripts in PowerShell along with documentation to ensure team members have the necessary tools to succeed.
- Eliminated dated physical equipment by virtualizing servers of various architectures and upgrading where necessary, saving operating costs and reducing legacy knowledge requirements.

Zygor Guides

Apr. 2012 – Jun. 2014

Content Manager

Beavercreek, OH

- Contributed to in-game guides for popular games using custom libraries built in Lua.
- Introduced a specialized internal guide that team members could use to reduce errors and ensure quality content.
- Deployed quality code updates with the latest builds nightly using TortoiseSVN.
- Responded to customer complaints and suggestions and took steps to improve the user experience based on feedback.

EDUCATION

Western Governors University

November 2017

BS Business Management – Information Technology

Salt Lake City, UT

CERTIFICATIONS

CompTIA A+; MTA: Networking Fundamentals; CompTIA Project+; Trend ApexOne SaaS Certified Professional

SKILLS & INTERESTS

- **Skills:** WDS/MDT; Microsoft Exchange; Azure Active Directory; VMWare; IIS; Python; application support; data analytics and reporting; keynote delivery/PPT presentations; vendor management; change management; DNS/DHCP; Power Automate; AWS
- **Interests:** Leathercraft; biking; woodworking; video gaming; aviation; technology