Will Rubin

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Objective

Accomplished IT professional with over 20 years of experience in enterprise IT support and executive technical services, seeking the Executive IT Support Specialist role at SpaceX. Expert in delivering high level, always-on IT solutions for executives, with proficiency in PC, Mac, Linux, iOS, Android, Microsoft technologies, and video conferencing systems. Driven to support SpaceX's mission of advancing human space exploration through proactive technical support.

Professional Experience

SPI Tech Solutions, Port Isabel, TX — **Executive IT Support Manager**
October 2023–Present
- Oversee IT support for C Suite clients, managing Windows and OS X environments, Microsoft Exchange, and Zoom/WebEx platforms, achieving 99.9% system uptime.
- Developed Python and SQL scripts to automate system diagnostics, reducing executive downtime by 40% through predictive maintenance.
- Lead a rigorous testing program for IT solutions, executing 50+ system stress tests annually, ensuring robust performance for high stakes executive operations.

Right Away Inc, Oak Park, CA — **Corporate IT Support Lead**
August 2011–September 2023
- Built and scaled an executive IT support function, deploying Microsoft Active Directory and Outlook solutions, increasing user productivity by 35% for leadership teams.
- Collaborated with IT teams to integrate SQLdriven insights into system performance monitoring, cutting resolution times by 20% for critical executive issues.
- Managed a $1.2M IT budget, optimizing hardware and software deployments while mentoring four junior technicians to exceed service level agreements.

Paramount Studios, Hollywood, CA — **Executive Technical Support Specialist**
October 2009–July 2011
- Provided whiteglove IT support to studio executives, configuring Windows and iOS devices and Skype/WebEx systems, boosting communication efficiency by 22%.
- Analyzed system performance data using SQL and Excel, presenting quarterly reports to leadership that shaped IT infrastructure upgrades.
- Streamlined IT workflows in a highpressure environment, resolving 15+ executive support tickets monthly with zero missed deadlines.

Ernst & Young, Santa Barbara, CA — **Corporate IT Specialist**
February 2008–September 2009
- Delivered strategic IT support for advisory teams, optimizing Windowsbased systems and Microsoft Outlook, reducing downtime by 25% for senior management.
- Configured Microsoft Exchange and ActiveSync for secure executive communications, ensuring seamless access across devices.
- Proactively tested network configurations for edge cases, preventing failures and enhancing system reliability.

Four Seasons Resorts & Hotels, Santa Barbara, CA — **Systems Support Engineer**
May 2006–January 2008
- Managed reservation and communication systems for executives and VIPs, using Java and SQL to ensure 100% uptime during peak operations.
- Developed Pythonbased tools integrated with Microsoft Power BI, streamlining executive reporting and decisionmaking processes.
- Provided afterhours IT support for highprofile clients, prioritizing urgent requests with independent judgment and rapid response.

Commission Junction, Santa Barbara, CA — **IT Support Manager**
June 2004–April 2006
- Oversaw IT infrastructure for corporate platforms, supporting Windows and OS X systems and early WebEx/Skype solutions, improving executive connectivity by 20%.
- Provided highlevel technical support to leadership, using SQL and Excel to analyze system trends and inform IT strategy, achieving 90% resolution within SLA.
- Managed 15+ monthly IT projects, ensuring seamless deployment of executivefacing technologies with zero disruptions.

Activision Blizzard, Santa Barbara, CA — **Database Support Specialist**
August 2001–May 2003
- Managed Windows server databases for game development teams, ensuring data integrity and supporting 50+ engineers with SQLbased reporting tools.
- Provided technical support for executive project management, delivering realtime system insights that reduced delays by 15%.
- Trained staff on IT systems, enhancing team efficiency and system reliability.

Homes.com, Santa Barbara, CA — **Network Support Engineer**
January 2000–July 2001
- Managed enterprise network infrastructure, including wired and wireless setups, ensuring 99.9% uptime for corporate operations.
- Troubleshoot Windows and iOS hardware/software issues, supporting leadership with rapid resolutions and performance optimizations.
- Implemented network upgrades, reducing latency by 10% through proactive maintenance.

Education

● Computer Science and Business Accounting
Santa Barbara City College, Santa Barbara, CA 2004

Skills
Operating Systems:
Windows, OS X, iOS, Android, Linux,
Enterprise Tools:
Microsoft Active Directory, Exchange Server, Outlook, ActiveSync, SharePoint, Power BI
Video Conferencing:
WebEx, Skype, Zoom
Programming:
Python, Java, SQL, HTML, CSS, JavaScript (basic)
Networking:
Wired/wireless network setup, troubleshooting, security
Analysis & Collaboration:
Excel, Salesforce, Google Analytics, Looker, Tableau, Google Workspace, Slack, Notion, Trello
Soft Skills:
Executivelevel communication, proactive problemsolving, prioritization, independent judgment
Certifications:
CompTIA Network+, Microsoft Certified Systems Engineer (MCSE)

Additional Information
Passionate about SpaceX's mission, with a commitment to advancing innovative technologies in
Starbase, TX.
100+ hours of Spanish study, enhancing ability to serve Brownsville's Spanishspeaking
community.

References
Available upon request