

Robin Shaw
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Work History

Food Service

- Wok Chef, *Tei Too Asian Fusion*
 - I stationed the wok of a medium-small Asian fusion restaurant. A typical shift involved preparation of 150-200 dishes and line duties.
- Lead Breakfast Chef, *Franconia Inn*
 - I supervised the back of house breakfast operations for a small bed and breakfast diner. A typical shift involved preparation of 60-80 dishes, inventory maintenance, and dinner-shift line duties.
- Grill Cook, *Chipotle Mexican Grill*

Customer Service

- Tier 2 Customer Support Specialist, *Alorica, Inc.*
 - I was contracted through Alorica to support client-side logistics operations for large-appliance manufacturers.
- In-Home Service Specialist, *Valley Supported Living*
 - I supported the in-home living of adults with developmental disabilities in various capacities, as needed. A typical shift involved hygienic care, custodial duties, and food prep.

IT Support

- SaaS Point-of-Sale Support Specialist, *Mac Retail Solutions*
 - I supported the installation of point-of-sale inventory control systems for small businesses and the training of employees on the use of Lightspeed POS software. A typical shift involved data-link infrastructure installation, troubleshooting, and retailer support.

IT Skills

Advanced WAN

Inter-domain Forwarding (BGP)
Cloud/Hybrid Orchestration
MPLS VPN

LAN

Layer 2 Management Protocols
Dynamic Routing Protocols
IP Address Management

Network Security

Identity/Access Policy Management
Firewall Rules/Advanced IDS
Cisco Best Practices

Certifications

AWS

Advanced Networking Specialist

Cisco

CCNA

CompTIA

Cloud+
Security+ ce

NRFSP

Certified Food Safety Manager

*(Cisco – Service Provider Specialist
certification expected Fall 2021)*