Robert R. Dayton

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Experience

April 2019 – Current

Independent Contractor

Networking and Computer Repair Technician

- Operate a mostly service-based business dealing with various computer repair and interior/exterior cabling needs throughout the greater LA area.

- Managed services provider using a custom ticketing and CRM system.

April 2019 – September 2019

Lyft Scooters

Santa Monica, CA

Lead IT and Helpdesk - Mechanic Operations

- Temporary contract position for Lyft's scooter division responsible for IT support for logistics and repair on Segway Ninebot ES4/SNSC, and Xiaomi Mijia 365 scooters.

- Independently developed various test equipment used by all mechanics to rapidly diagnose and isolate electronic issues, including a test bench, auto-activating IOT modules, and firmware flashing jig and methodology.

September 2018 – April 2019

Uber JUMP Scooters

Santa Monica, CA

Lead IT Support Technician

- Responsible for IT support of logistics and maintenance operations of Uber's 2000+ unit fleet of Segway Ninebot ES4/SNSC electric scooters in the Santa Monica area.

- Developed software to track individual employees' skill levels and progress, increasing process compliance by over 60%.

- Developed software and workflow for replacement of QR codes, drastically reducing delays in scooter redeployment.

- Interviewed and trained new hires to the maintenance department, ensuring a high standard of production and professionalism.

- Performed critical IT and operations support and expertise during initial October 2018 product launch in the Santa Monica market, which ensured a successful and timely deployment and management of the fleet.

- Developed and conducted various QA processes to ensure and verify safe operation of the scooter fleet.

- Implemented tool tracking system utilizing "shadow boxes" and Google Sheets based data-driven interface to ensure prompt reporting and replacement of missing or damaged tools, with ability to see trends and fine-tune repair processes.

March 2015 – September 2018

Dr. Data Systems

Beverly Hills, CA

Lead Technician

- Responsible formany aspects of managing the business, including generating leads, acquiring

  clients, advertising, sales, and other operations.

- Oversaw a small team of independent systems integration and medical office IT support technicians and other contractors.

- Performed maintenance, testing, import and export of computer, networking, medical and radiological equipment.

- Utilized custom ticket management and helpdesk support systems, fielding 100+ tickets per month, resolving and documenting issues for future reference.

- Built a track record of consistently meeting or exceeding customer satisfaction goals.

March 2015 – May 2016

Carestream Health

Atlanta, GA / Beverly Hills, CA

X-Ray Equipment Repair Technician

- Responsible for installation, repair and general service of a wide variety of X-ray, CT scan,

- and other devices including 3D scanners and milling machines.

- Worked closely with doctors and dentists to provide exceptional value in choosing, purchasing, installing, and maintaining radiological imaging and other medical/dental equipment.

- Trained dental and hospital staff in correct usage of X-ray equipment.

- Trained other independent field service technicians in methods and procedures of repairing, installing, and maintaining X-ray and CT scan equipment.

June 2012 – March 2015

KTownPC

Los Angeles, CA

Computer Repair Technician

- Helpdesk and remote support assistance to business and residential customers.

- Networking and internet troubleshooting.

- Telephone, networking, and TV cabling installation.

- Fiber optic cable installation and repair.

- Sales and service of point-of-sale equipment.

- Computer, tablet, and cellphone repair.

- Printer, copier, and plotter repair.

December 2011 – June 2012

SP Plus Security Services

El Segundo, CA

Head of Security, Gateway El Segundo Business Plaza

Special Event/Client Armed Security Guard

- Oversaw all security-related concerns in a high-end office complex

- Interviewed, hired, trained and supervised numerous security officers on

  multiple rotating shifts.

- Personal security details for various VIPs at special events.

January 2005 –June 2012

Independent Contractor

Freelance Technician

Los Angeles, CA

- Assisted customers with various computer and electronics related issues.

- Tuned and reprogrammed automotive engine control units including GM, Toyota, and
  Honda.

- Computer upgrades and repairs.

- Web and graphic design, development, deployment, and search engine optimization.

Education

October 2009 - Enrolled at Los Angeles Trade Technical College

Electronics, Computer Information Systems and Computer Technology Program

September 2019 – Enrolled at Santa Monica College

Associate's in Computer Science and Engineering Program

Technical Skills

- UNIX/Linux, various distributions

- Windows, all versions

- Server, workstation, high performance computing

- Embedded systems including Arduino, Raspberry Pi, and Parallax

- Soldering, brazing, welding

- High and low voltage electrical

- Electronics repair

- Advanced spreadsheets/Excel including pivot tables, charts, and data analysis

- PCB design

- Computer aided design and machining (Mach3)

- Manual machining (mill and lathe)

- 3D printing

Web and Graphics

- HTML, CSS

- PHP including Zend Framework

- SQL, mainly MySQL

- JavaScript, JSON

- Adobe Illustrator

- Adobe Photoshop

- Adobe InDesign

Networking

- Routing including CiscoIOS, openWRT

- Firewalls including Iptables, pfsense, VLANS

- VPNs and tunneling

- VPS, Docker, and Kubernetes

- DNS/BIND

- Mail servers such as Exim, dovecot, Exchange

Programming

- Intermediate working knowledge of various programming languages and paradigms

- Shell scripting with bash, sed, Windows command prompt and Powershell

- C

- C++

- JavaScript

- Python

- Haskell

- PHP

- Lua