

Robert Killion

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Summary of Skills

- Operating Systems: Windows 7/8/10/11, Android, Server Windows 2012/2016, VMWare, Linux.
- Networking: TCP/IP, DNS, DHCP, Subnetting, Client VPN and proxies, Routing concepts, Cisco Routers and Switches.
- Technical Skills: VoIP, Server cabling, LANDesk, ServiceNow.
- Windows Administration: Group Policy, PowerShell, Remote Desktop Protocol, Microsoft Deployment Tool, Multi-factor Authentication, Bitlocker, File Permissioning, Resource monitoring, Software management, Chocolatey, Windows Deployment Services.
- Cloud Technologies: AWS, Azure, SharePoint, Azure Active Directory.
- Soft Skills: Customer service, written and verbal communication

Certification

Google IT Support Professional Certification (2021 – No Expiration)

Experience

Data Center Technician – KGP CO

September 2021 – Current

- Setup new server cabinets by installing cisco network equipment followed eleven servers including power and network cables. Setup new server cabinets ahead of deadlines without having to corrections.
- Performed initial network configurations to servers, including IP addresses, Subnet masks, and default gateways.
- Created network diagrams showing cable paths through data center and IP addresses of network equipment.

Deskside Support – ECS Tech

August 2020 – July 2021

- Built, configured, and installed applications on 150 laptops used to replace desktop computers within two months of starting onsite.
- Managed 50 tickets a day using ServiceNow ticketing system.
- Managed inventory of computers, monitors, peripherals, and network equipment. Reorganized and improved inventory management by sorting through working equipment and recycling non-working equipment.
- Diagnosed and repaired issues regarding applications, computers, virtual servers, and computer equipment for 200 users.

IT Support Specialist – Aviation Technical Services

July 2018 – June 2020

- Improved equipment inventory by creating an inventory process sheet to place on equipment and computers that came into the office. This decreased the number of lost equipment and computers and reduced clutter.
- Managed Windows 7 and 10 OS builds on Microsoft Deployment Toolkit. Created unique images for different departments used for imaging computers.
- Upgraded 200 plus Windows 7 computers from three different warehouses to Windows 10 within three days.
- Mapped the locations of all owned IT equipment within the three warehouses.
- Provided quick resolution to technical problems to users by using a bottom-up troubleshooting approach.
- Inventoried Microsoft Office licenses for 150+ users in preparation for office 365 migration.
- Diagnosed, repaired, reported network applications, software and hardware, and virtual machines.
- Created a PowerShell script to edit and recreate the Java security exempt file on remote computers across the company.

IT Help Desk Technician – Wireless Advocates

February 2018 – June 2018

- Created 30 plus tickets daily from users' phone calls, emails, and user walk ins
- Managed help desk queue and assigned tickets to appropriate team.
- Programed Raspberry Pis to display T-Mobile, Verizon, Sprint, and AT&T commercials across the country.
- Created new users in active directory and assigned them to their correct groups.

PC Technician – Suddath Relocation

March 2017 – February 2018

- Took inventory and packed IT based equipment in Microsoft offices
- Assembled desktop equipment for Microsoft employees
- Verified network equipment was functioning

Education

Central Washington University (Graduated 2019)

B.S Information Technology Systems and Administrative Management