

# Robert Killion

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## Summary of Skills

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- Operating Systems: Windows 7/8/10, Android, Server 2012/2016, VMWare
- Networking: TCP/IP, DNS, DHCP, Subnetting, Client VPN and proxies, Routing concepts
- Windows Administration: Group Policy, Active Directory, PowerShell, Command Prompt, O365, SharePoint, Microsoft Deployment Tool, Multi-factor Authentication, Bitlocker, Permissioning, Resource monitoring, software management, Chocolatey
- Soft Skills: Customer service, written and verbal communication, project management

## Notable Projects

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- Part of the team that migrated 200 local computers from Windows 7 to Windows 10 using Windows Update Assistant.
- Spearheaded a project to take inventory and create a detailed map of the locations of all computers and network devices across three different local locations.
- Created an inventory sheet for processing incoming and outgoing computers in the computer lab.

## Certification

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- Google IT Support Professional Certification (2021 – No expiration)

## Experience

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August 2020 – June 2021

### Deskside Support Technician / *ECS Tech / U.S Environmental Protection Agency*

- Part of the hardware refresh team and maintaining asset management database
- Active Directory Administration
- Provided phone support to customers
- Create and maintain work instruction documentation for applications at local site
- Perform hardware repair and replacement for desktop and laptop computers
- Perform basic network troubleshooting
- Restored mapped network drives
- Supported Lexmark and HP printers
- VPN troubleshooting

July 2018 – June 2020

### Systems Administrator / *Aviation Technical Services*

- Office O365 migration
- O365 troubleshooting
- Oracle Upgrade; Java Client Standardization on all desktop and laptop computers
- Printer Server Administration
- Active Directory Administration

- MDT administration
- Was a part of the lease replacement team and helped maintained asset management database
- Provided network troubleshooting with multiple vlans at local locations
- Created standard work instruction documentation for operating system and application configuration.
- Android and iPhone email support.
- Supported Lexmark and HP printers

February 2018 – June 2018

### IT Help Desk Technician / *Wireless Advocates and Cartoys LLC*

- Active Directory Administration
- Created tickets in LANDesk from incoming requests users submitted via phone and email
- Printer administration
- Provided PC and Citrix receiver troubleshooting, escalated to tier two when needed.
- Shipped out equipment at remote locations
- Maintained software and asset database.

March 2017 – February 2018

### PC & Server Technician / *Suddath Relocation Services*

- *Part of a team that performed large scale office computer setup and moves*
- *Occasional server room setup and cable management*
- *Performed inventory management*
- *Basic network troubleshooting*

January 2014 – July 2015

### IT Contractor / *Robert Half Technology*

- Provided call center support
- Performed desktop and printer deployment for local businesses
- Configured static IP addresses for printers
- Assisted in setup of routers and switches
- Setup server rooms
- Built desktop and laptop computers to ship out to local businesses

January 2012 – June 2014

### AV Technician / *University Center of North Puget Sound*

- *Supported Windows XP and 7 computers in five different classrooms*
- *Tested and maintained conference room equipment*
- *Provided special accommodations for users*
- *Used command prompt for basic network troubleshooting.*
- *Maintained an inventory database*
- *Coordinated support with other remote sites*
- *Performed additional assigned projects*

## Education

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B.S Information Technology Systems and Administrative Management /  
*Central Washington University (2015-2019)*