

Robert Killion

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Summary of Skills

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

Notable Projects

- 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

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

Experience

July 2021 – Current

IT Specialist / adaQuest

- Azure administrator
- O365 administrator
- Technical support
- Customer support
- Workshop advisor
- Cloud service consultant

August 2020 – June 2021

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

- Hardware refresh team member
- Active Directory Administration
- Technical Support
- Author of documentation instructions
- Repairman for laptops and desktops

- Network troubleshooting
- Restored mapped network drives
- Lexmark and HP support
- Troubleshoot VPN

July 2018 – June 2020

Systems Administrator / Aviation Technical Services

- O365 troubleshooter
- Oracle Upgrade; Java Client Standardization on all desktop and laptop computers
- Printer Server Administration
- Active Directory Administration
- Technical and Application support
- Repairman for laptops and desktops
- Lease replacement team member
- Network troubleshooter
- Author of work documentation.
- Android and IOS support
- Lexmark and HP support

February 2018 – June 2018

IT Help Desk Technician / Wireless Advocates and Cartoys LLC

- Active Directory Administration
- Printer administration
- LANDesk ticket management
- Citrix receiver support
- Shipped equipment to remote locations
- Software and asset management.

March 2017 – February 2018

PC & Server Technician / Suddath Relocation Services

- Hardware support
- Managed inventory
- Workstation deployer
- Network troubleshooter
- Server technician

January 2014 – July 2015

IT Contractor / Robert Half Technology

- Call center support
- Deployer of office devices
- Configured static IP addresses for printers
- Setup Cisco routers and switches
- Setup server rooms
- Configured laptops and desktops

January 2012 – June 2014

AV Technician / University Center of North Puget Sound

- Windows 7 and 10 support
- Maintained Crestron equipment

- Technical Support
- Network troubleshooter
- Maintained an inventory database
- Remote support
- Performed additional assigned projects

Education

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