

Paul Roberts

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Objective

Looking for an IT position to advance my life and continue to learn every day. As an employee I will not be afraid of challenges or learning new skills and technology. I will be a trustworthy employee who is committed to pleasing customers and be the best representation of the company possible.

Education

Olympic College Jan 2019-Present – Bremerton, WA (Information Technology-Network Associate)

Colville High School, High School Diploma 2009 - Colville, WA

Skills & Certifications

Certified Server Pro 2016: Networking – TestOut – C4FK7
Certified Server Pro 2016: Install and Storage – TestOut – C4AEF
Certified Server Pro 2016: Identity – TestOut – C4NCV
Certified Linux Pro – TestOut – C4NBM

Customer Service, Experience with Microsoft products (Office 365, Windows 10, 7), Troubleshooting software and hardware, ticketing system experience (KISAM), Scheduling, Remote Assistance and Troubleshooting (Bomgar).

Work Experience

Abbttech Professional Resources – Seattle, WA (December 2019-Present) – Desk Side Technician 2

This is an IRS contract that includes refreshing old equipment and general day to day ticket management with KISAM, troubleshooting software and hardware issues. Typical daily work involves capturing user data and moving it to target systems, adding/removing computers from the domain, installing new software and troubleshooting any issues that arise with new computer setup, and working assigned tickets. Frequent Office 365 use and resolving user issues. Due to Covid-19, the work has shifted to remote work only with a WebChat system. Fast paced environment with numerous issues that range from installing software to troubleshooting software and system problems.

Freelance IT Technician – 2016 - Present

Installation of software and operating systems (Windows Vista, Windows 7, Windows 10), Hardware replacements (Hard drives, RAM, optical drives etc.), basic PC setup, putting custom PCs together, PC troubleshooting, Printer troubleshooting, Basic Firewall setup, Anti Virus and Anti malware setup and use, Entry Level Group Policy use, Entry Level Active Directory use.

Divco - Spokane/Colville, WA (May 14th, 2018-December 1st, 2018) Service Technician

As a service technician I learned a lot about organization and customer service. In HVAC you become a jack of all trades from the mix of electrical, plumbing and science of heating and cooling that happens every day. Daily a technician has to order parts, plan out maintenance, take service calls and make sure the customer is always happy and the job is done correctly.

Avole – Seattle/Bellingham, WA (May 2013-August 2017), Sales

Customer service was a large part of this position as well as light computer work. This position also required phone duties as well as keeping track of daily orders. Generally, a fast-paced workday that dealt with multiple tasks.