

# 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, 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

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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*

- 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*

- 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*

- 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

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