**Robert Bolkan**

Eugene, OR | 541.554.9225| robert.bolkan@yahoo.com

**Computer Support Specialist**

***Delivering focused network support management & leadership with client satisfaction in mind.***

Skilled Computer Support Specialist with experience configuring and deploying computers, servers, and switches. Expert at performing complex IT troubleshooting and resolution projects. Able to boost system performance by thoroughly evaluating and correcting different hardware and software issues. Knowledgeable at finding effective solutions to technical issues. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements.

**Expertise**

Customer Service | Windows Operating Systems | IT Support | Help Desk | Problem Resolution | Web Development

Electronic Testing Equipment | MS Active Directory Environment | MS Office Applications | Software Diagnosis | HTML

Data Recovery | Project Organization | Inkjet and Laser Printer Support | Cisco | Mac Systems

**Professional Experience**

*University of Oregon FASS IT, Eugene, OR* *May 2019 - April 2020, June 2020 - Present*

**Help Desk Technician**

Process support requests for technical assistance on a wide range of problems. Create help desk tickets and resolve desktop issues. Utilize effective troubleshooting techniques to determine hardware and network system problems.

* Create and address IT tickets while responding to support requests through desk side support services.
* Use ticketing systems to manage and process support actions while maintaining high levels of call flow via phone and remote desktop.
* Resolve escalated issues and document all transactions and support interactions.
* Perform multiple duties to enhance operations, including re-imaging machines and deploying workstations.

*Springfield Public Schools, Springfield, OR**April 2020 - June 2020*

**Help Desk Support**

Provided direct leadership to a call center with 4K + users. Analyzed issues to identify troubleshooting methods needed for quick remediation.

* Streamlined repair processes by assisting staff and parents with hardware and software issues relating to online learning.
* Oversaw multiple operating procedures, including loaning and documenting equipment.

*United States Marine Corps, Camp Pendleton, CA**January 2011 - September 2014*

**Data Network Specialist**

Provided troubleshooting and diagnostics for networks and servers operating in a 24/7 business environment. Analyzed data security risks and performed preventative measures. Configured and deployed servers, switches and wireless access points in a high stress environment.

* Provided support for complex WAN and LAN networks.
* Configured and oversaw multiple networks consisting of 25 + users.
* Delegated tasks as team lead for a help desk with over 200 users.
* Identified, diagnosed, and resolved network problems.

**Education and Professional Development**

**BS in Cloud Computing** | Western Governors University, Salt Lake City, UT. **September 2020 - Present**

**BS in General Science** | University of Oregon, Eugene, OR. **April 2017 - June 2020**

**AA in Computer Science** | Florida State College of Jacksonville, Jacksonville, FL. **February 2015 - April 2016**

**Certifications**

**CompTIA A+ - 2019**

**CompTIA Net+ - 2019**

**CompTIA Sec+ - 2020**