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| Robert Bolkan | 2400 Augusta Street, Eugene OR 97403  **(541) 554-9225**  **Robert.Bolkan@yahoo.com** |
| EXPERIENCESpringfield Public Schools, Springfield OR — *Help Desk Support*April 2020 - Present  * Oversaw a call center with over 4000 users. * Assisted staff and parents with hardware and software issues relating to online learning. * Loaned and documented equipment.  University of Oregon FASS IT, Eugene OR — *Student Help Desk*May 2019 - April 2020  * Assisted users over the phone and using remote desktop. * Re-imaged machines. * Deployed workstations. * Created and resolved IT tickets.  Veterans Services-Lane County, Eugene OR — *Office Clerk*July 2017 - December 2018  * Made calendar appointments for veterans over the phone. * Assisted veterans with housing, pay, and disability questions. * Reviewed, submitted, and filed medical folders and documents.  United States Marine Corps, Camp Pendleton CA — *Data Network Specialist* January 2011 - September 2014  * Configured and oversaw a multitude of networks with over 25 users in a high stress environment. * Identified the causes of network problems using Wireshark. * Tipped and ran miles of Cat5e cable. * Installed and configured wireless networking equipment  EDUCATIONFlorida State College Of Jacksonville, Jacksonville FL — *AA Computer Science*February 2015 - April 2016University Of Oregon, Eugene OR — BS General Science April 2017 - June 2020 | PROFESSIONAL SKILLS  * Customer Service * Conflict Management and Resolution * Knowledge of Apple and Microsoft Hardware and Software * Inkjet and Laser printer Support * Electronic Testing Equipment  PERSONAL SKILLS Willingness to Learn  Adaptability  Strong Work Ethic CERTIFICATIONS CompTIA A+ 2019-Apr-09  CompTIA Net+ 2019-Jul-08  CompTIA Sec + 2020-Jan-07 |