**Robert M. Bailey**

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# Objective

Being a trainer/installer for the deaf / hard of hearing for few years, I strive to improve myself and everything around me. Passionate and motivated, with a drive for excellence to give best possible care for customers that are in need. Goal-oriented worker, dedicated to high levels of customer satisfaction and meeting goals. Presently a junior in the computer network engineering program at Renton Technical College. Seeking a technical role in a company with growth opportunities and mentorship resources.

# Skills & Abilities

* Native English speaker, fluent in ASL
* 3 years’ experience as a VoIP/video phone install technician, providing turnkey services.
* 14 years’ experience as a primary caregiver, providing extensive in-service support.
* 1 year experience in manager role, and as a caregiver trainer and coordinator
* Ticketing systems including Atlassian Jira
* Hardware and software troubleshooting
* First Aid, CPR, Food Handlers Card

Work Experience

*Dietary Aide*, Avamere (Gresham, OR) 2019 – 2020

* Operated the dining facilities for a retirement facility. Managed diets and meals for 72 residents.
* Stocked pantries, refrigerators, freezers, and kitchen essentials.
* Provided up to 3 meals per day to residents. Received meal orders using a ticketing system
* Ensure clean and sanitary food service environment.

*Field Program Coordinator,* Puget Sound Regional Services (Renton, WA) 2012 – 2016

* Managed care services for 4 assisted care homes. Ensured HIPPA compliance and meeting of other codes.
* Provided care for up to 4 clients. Coordinated daily routines of housekeeping, medication, and appointments
* Trained new caregivers on routines, procedures, and protocols. Ensured staffing of shifts.
* Created spreadsheets and calendars in Excel. Wrote letters to clients and staff using Word.

*Video Phone Install Technician,* Sorenson Communications (Seattle, WA) 2006 – 2008

* Used online ticketing system to create, organize, and update customer needs. Prepare additional notes for teammates.
* Turnkey onsite Voice-Over-IP and video phone installation. Cabling, router configuration, end-to-end tests, and training.
* Organized onsite visits, performing up to system 8 installs per day. Scheduled and performed follow-up service calls.
* Troubleshoot other problems for clients while onsite: Comcast/modem, printer, networking, PC, and other devices

Education

Renton Technical College

*Bachelors of Applied Science: Computer Network Engineering* 2021 – Present

*Associates of Applied Science: Computer Network Technology* 2013 – 2015

Washington School for the deaf 1996

*H/S Diploma*