Robert G. Magnuson III

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# RESUME OF: Robert G. Magnuson III

Professional Summary:

Robert has 20+ years of Desktop Support/ LAN Administration and InformationTechnology experience including, but not limited to, desktop operating systems, desktop applications, desktop hardware, laptop systems, desktop printer support, other supported wireless devices and peripherals. At Fidelity National Information Services he held a technical support position in an environment consisting of five thousand servers on the administrative level and thousands of PC's on the clients network which was installed in multiple locations.

Skills:

**Hardware:** IBM PC’s and Compatibles, Hard Drives, Motherboards, Hubs, Routers, Memory, Network Cards, SCSI Drives, Jaz Drives, Video Cards, Sound Cards, Laptops, CD-ROM, Modems, HP LaserJet Printers, Windows 10,

**Software:** Windows 7/Vista/XP/2000/ME/98/95/3.11, MS Office, Outlook, Lotus Notes, VERITAS, PC NFS, PC Anywhere, Internet Explorer, NetBEUI, TCP/IP, Ethernet, DOS

Professional Experience:

**Zodiac Aerospace/Safran 5/01/2017 – 7/07/2020**

IT Help Desk (Kelley Services)

* Test, image and clean PCs, laptop, monitors, printers, and other related hardware
* Maintain, analyze, and troubleshoot, software and computer peripherals
* Set up, configure and add all hardware
* Assure that all tickets requiring follow up work and/or calls receive appropriate attention
* Provide technical support to end users via telephone
* Assist in developing and documenting improvements to current processes
* Assist coworkers in resolution of end users’ technical issues
* Assist coworkers in the execution of established processes and escalations
* Technologies include standard desktop/laptop PCs, operating system, productivity software, connectivity tools, support tools, and related utilities used by our internal users
* Move from Windows 7 to Windows 10

**Alcatel One Touch 8/06/2014 – 8/29/2016**

Help Desk (Abbott Staffing/The Eastridge Workforce Solutions)

* Provide Technical Support and Operational Support services for users in multiple locations for Administrators, Developers, and End-Users.
* Responsible for supporting Windows 8.1, Windows 8, Windows 7, Vista, Windows XP, connected via LAN/WAN, Wi-Fi, and remotely.  Installed, configured, and supported Windows 8/7/XP/Vista/ Ubuntu workstations/Laptops.
* Assisted users with software training and troubleshooting.

**AllianceBernstein 10/06/2013 – 2/14/2014**

Help Desk (Randstad Technologies)

* Roll out VM Windows7 and transfer Profiles from VM XP to the VM Windows 7.
* Provide Technical Support and Operational Support services for users in multiple locations for Administrators, Developers, and End-Users.
* Responsible for supporting Windows 7, Vista, Windows XP, connected via LAN/WAN, Wi-Fi, and remotely.  Installed, configured, and supported Windows 7/XP/Vista/ Ubuntu workstations.
* Assisted users with software training and troubleshooting.

**Citi Bank 4/11/2012 – 7/25/2013**

Help Desk Inbound Call Center (Randstad Technologies)

* This is a call center where agents will be answering phone calls from The Bank Branch and the Loan Branches with issues as to the Software and hardware on the Citibank Network. Typical calls will include resolving registration issues, resetting passwords, troubleshoot product installation and usage questions.

**Career Education Corporation 12/05/2011 – 2/10/2012**

Help Desk Inbound Call Center (LaSalle Network)

* This is a high volume call center where agents will be answering phone calls from students and instructors who utilize college level educational digital products. Typical calls will include resolving registration issues, resetting passwords, troubleshoot product installation and usage questions. This is a seasonal temporary position with the possibility of extension.

**High Touch 9/28/2011 – 9/30/2011**

SmartSource Inc.

* Experience -Install New PRE Configured SERVER

**McGraw Hill 08/08/2011–** **09/17/2011**

Help Desk Inbound Call Center (Appleone)

* This is a high volume call center where agents will be answering phone calls from students and instructors who utilize college level educational digital products. Typical calls will include resolving registration issues, resetting passwords, troubleshoot product installation and usage questions. This is a seasonal temporary position with the possibility of extension.

**Siemens 10/26/2010–** **7/14/2011**

Native Staffing

* Install Printers

**Belvidere/Boone County Food Pantry March 2009 – March 2012**

**Technical Support- Sys Admin. (Voluntary)**

* Provide Technical Support and Operational Support services for up to 50 Systems in multiple locations for End-Users.
* Responsible for supporting Server 2003 , SQL, and Exchange connected via LAN/WAN and remotely.  Installed, configured, and supported XP/Vista/Windows 7 workstations.
* Software installed and supported included Windows 2000/XP to Windows Vista/Windows 7, Office 2007, Outlook 2007, PC Anywhere, Internet Explorer 8, TCP/IP, Net Beui, and DOS.  Upgraded workstations from Windows 2000/XP to Windows Vista/Windows 7 workstations.
* Responsible for performing Administrative support including LAN/WAN connectivity, establishing IP addresses, passwords, security rights, adding/deleting users, user groups, and domains.  Installed, upgraded, and repaired all hardware and peripherals
* Development a plan for transferring the data from emails, data bases, and documents files to transfer to Windows 7 upgrade. Ensure the systems hardware will upgrade to Windows 7 and setting up an image to install on new systems as they come in.

**Fidelity National Information Services May 1999 – February 2009**

**Technical Support- Ops Sys Admin.**

* Provide Technical Support and Operational Support services for up to 5,000 Servers in multiple locations for Database Administrators, Developers, Server Administrators and End-Users.
* Responsible for supporting Server 2000, 2003, SQL, and Exchange environment including over 5,000 nodes connected via LAN/WAN and remotely.  Installed, configured, and supported Windows 2000/XP/Vista workstations.
* Software installed and supported included Windows 2000, Windows XP, Office 2007, Outlook 2007, PC Anywhere, Internet Explorer 8, TCP/IP, Net Beui, and DOS.  Upgraded workstations from Windows 2000/XP to Windows Vista.
* Responsible for performing Administrative support including LAN/WAN connectivity, establishing IP addresses, passwords, security rights, adding/deleting users, user groups, and domains.  Installed, upgraded, and repaired all hardware and peripherals
* Support DBMS packages used by customers in the production and development environments.
* Responsible for updates to application acceptance criteria from development through production.
* Support database management system software for all production and development applications.
* Support a software control environment as it relates to identifying and maintaining all required components of applications.
* Act as resource to application development teams in the areas of application testing and monitoring.
* Participate in the maintenance and operation of CMPST operational environment lab.

**Motorola August 1997 – May 1999**

**Desktop Support / LAN Administrator**

* Responsible for supporting a Windows NT 4.0 environment including 300 nodes connected via Ethernet.
* Installed, configured, and supported Windows NT 4.0 workstations.
* Software installed and supported included Windows NT 4.0, Windows 98, MS Office 97, Outlook 98, PC Anywhere, Internet Explorer 4.0/5.0, TCP/IP, Net Beui, and DOS.
* Upgraded workstations from Windows 3.11/95 to Windows 98 and Windows NT 4.0.
* Responsible for performing Administrative support including LAN connectivity, establishing IP addresses, passwords, security rights, adding/deleting users, user groups, and domains.   
  Installed, upgraded, and repaired all hardware and peripherals including, Network Cards, Hard Drives, Sound Cards, Video Cards, Memory, Motherboards, CD-ROM, SCSI Drives, Jaz Drives, Modems, Hubs, Routers, and HP LaserJet Printers.
* Upgraded software and hardware onto AST, Micron, Compaq, and IBM laptops. Performed Y2K inventory, testing, and upgrades.
* Assisted users with software training and troubleshooting.

**Central Rubber Company 1995 – 1997**

# Production Foreman

* Schedule jobs and employees, setup press and work with vendors on order placed.
* Providing on call support for a Windows NT 4.0 environment consisting of ten workstations and a single Windows NT 4.0 Server. Originally responsible for cleaning up and upgrading the workstations and server including all hardware and software.
* Installed and upgraded Windows NT 4.0, MS Office 97, Lotus Notes, and DOS. Installed, repaired, and upgraded Hard Drive, Network Cards, Memory, Sound Cards, Video Cards, Motherboards, CD-ROM, Modems, and HP LaserJet Printers.
* Installed, configured, and connected the Windows NT 4.0 Server to the operating system.

**United States Marine Corps 1974 – 1994**

Education:

**Motorola University 1998**

HTL Beginning; Managing and Securing LAN; Windows NT:

A comprehensive workshop; Data Communication and Networks;

Hands-On TCP/IP Internetworking

**United States Marine Corps 1974 - 1994**

**Chapman College- Orange, CA 1983**

**Rock Valley College- Rockford, IL 1999**