**Robert Bolkan**

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

**Computer Support Specialist**

***Delivering focused network support management & leadership that grows the bottom line***

Skilled Computer Support Specialist with experience configuring computers, servers, and devices. 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 10 Operating System | 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 | Windows Server 2019 | Change Management | Mac Systems |

**Professional Experience**

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

**Student Help Desk**

Process support requests for technical assistance on a wide range of issues. 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 to June 2020*

**Help Desk Support**

Provided direct support 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.

*Veterans Services-Lane County, Eugene, OR**July**2017 to December 2018*

**Office Clerk**

Delivered expert clerical support by efficiently managing routine requirements. Reviewed, submitted, and filed medical folders and documents.

* Established workflow processes by managing calendar appointments for patients.
* Handled all patients’ requests and questions, and assisted with housing and pay.

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

**Data Network Specialist**

Provided troubleshooting and diagnostics for networks and servers in high stress environments. Analyzed data security risks and performed preventative measures.

* Configured and oversaw multiple networks consisting of 25 + users.
* Installed and configured wireless network equipment.
* Installed, configured, and maintained network services, both hardware and software.

**Education and Professional Development**

**Bachelor of Science in General Studies** | University of Oregon, Eugene, OR

**Associate of Arts in Computer Science** | Florida State College of Jacksonville, Jacksonville, FL

**Certifications**

**CompTIA A+ - 2019**

**CompTIA Net+ - 2019**

**CompTIA Sec+ - 2020**