**Robert Maybon**

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**EXPERIENCE:**

**Truno Retail Technology,** Lubbock, TX February 2018 - Present

*Field Service Technician*

* Deliver retailers and grocers secure, stable, and integrated technology solutions using retail software and hardware
* Servicing and troubleshooting retail POS equipment to include: terminals, back office servers, network troubleshooting of switches, routers, patch panels and sonic firewall equipment
* Perform preventative maintenance tasks, repair computer systems and peripheral equipment
* Manage a queue of tickets with an SLA satisfaction rate of 90% by delivering strong customer service and communication skills

**County of San Francisco Police Department,** San Francisco, CA June 2016 - Sept.2017

*Body Worn Camera Specialist/Help Desk Technician*

* In charge of knowing all information about Body Worn II cameras also assigned, tagged, and organized cameras for each police station in district and its officers.
* Raised and answered Help Desk tickets (Password Resets, expired RSA Tokens, department cell phone issues, etc. for SFPD personnel.
* Obtained Inventory of all SFPD computers and documented on a Spreadsheet.
* Wiped profiles off of machines to ensure that the system ran efficient, also updated any software that needed updates.

**Disys**, Concord, CA March 2016 - May 2016

*Network Infrastructure Tech at Safeway*

* Disconnected all servers and nodes from the network to ensure that software was shut down properly
* Maintained functionality of all equipment by replacing RAMs, HDD, and cleaning the inside of the servers and nodes
* Reconnected all equipment back to the network to enable the continuation of the upgrading process
* Assured the quality of the software upgrade by checking all the check stands, registers, scales and phones

**Kaiser Permanente***,* Oakland, CA                                                        August 2015 - January 2016

*IT Desktop Technician Intern*

* Imaged 30+ desktop and laptop PCs a week using NexDGen and Auto Tech Tools generating a surplus of imaged PCs to immediately meet physicians’ and nurses’ technical needs
* Deployed 350+ rebuilt computers and monitors over the course of six months in Kaiser medical offices to ensure medical professionals had the most updated equipment and all machines were within warranty
* Assessed and managed over 2,000 KP technical assets to ensure scanners, card readers, Verifones, laptops and desktops were properly built and logged within a KP database
* Serviced 30+ incident and work order tickets using Remedy weekly to meet the company’s mission to provide effective healthcare and ensure that the Windows software and HP hardware worked properly

**EDUCATION**

**Year Up / Foothill College,** San Francisco, CA March 2015 - January 2016

* Year Up is an 11-month technical training program that provides young adults with the technical, communication and professional skills needed to start corporate careers
* Received additional IT training focusing on troubleshooting Mac and Windows OS, Using Microsoft Suite, Outlook, and Google application/Working on coursework in Professionalism, Business Communications and Computer Networking Information Technology(CNIT) and Computer Hardware