**Resume of Rob Richardson**

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**(206.486.9697)**

**SKILL-SETS:**

* Installing, configuring, and troubleshooting Windows 10 and Windows 7
* Managing Office 365
* Installing, configuring, and troubleshooting Windows server 2016, 2012, 2008, and previous.
* Setting-up, troubleshooting, and managing Hyper-V environments.
* Managing WSUS environment.
* Manage AD and AAD environments.
* Troubleshooting WAN and LAN network issues.
* Knowledge of network protocols (i.e. TCP/IP, HTTPS, DNS, DHCP, FTP, and NS-Lookup, pint, tracert, path-ping, etc.)
* Troubleshooting hardware issues (printers, servers, laptop, and mobile devices)
* Managing VoIP phone system (Shore Tel)
* Managing MS Teams app
* Configuring and troubleshooting remote access services.
* Managing desktop environment.
* Setting up and managing printers and print servers
* Troubleshooting VPN issues (re: Cisco, Windows, Watch Guard, and Azure)
* Providing technical training.
* Working with third-party vendors regarding service agreements and request for bid.
* Customer Service.
* Supervisory management.
* Providing technical support remotely.
* Written and oral communications.

**Work Experiences:**

**Skykick Inc. (Contract via Wimmer)**

**Seattle WA**

**Technical support Spec**

**January 2020 – September 2020**

My responsibilities and essential job functions include but are not limited to the following:

* Manage MS 0365 environments
* Troubleshoot Office 0365 and other cloud-based applications
* Managed AD / AAD environments
* Troubleshoot hardware and software
* Manage user on-boarding and off-boarding
* Advanced the use of KB articles for end users
* Manage ticketing solution
* Manage A/V conference room environments
* Manage remote user computer environments
* Manage the procurement of computer hardware and services
* Manage Teams app

**Work Experiences:**

**Sound Transit (Contract)**

**Seattle WA**

**Desktop Services II**

**January 2019 – January 2020**

My responsibilities and essential job functions include but are not limited to the following:

* Imaging laptops and desktops via SCCM
* Deploying software via SCCM
* Transferring user profiles via SCCM
* Deploying hardware to end-users
* Providing technical support to end users
* Managing tickets in ticketing system (Service Now)
* Documenting deployment process and procedures
* Troubleshooting hardware and software issues
* Escalating tickets to appropriate queue for matters beyond tier II
* Onboarding and off boarding end-users

**Washington Survey and Rating Bureau**

**Seattle WA**

**Technology Support Specialist**

**May 2015 – December 2018**

My responsibilities and essential job functions include but are not limited to the following:

* Co-manage 40 plus servers at three locations.
* Manage Active Directory.
* Manage anti-virus program via Symantec cloud solution.
* Create and manage Hyper-V VMs.
* Deploy to and manage Office 365.
* Monitor network environment via Omni monitoring app.
* Manage service agreements and requests for bid.
* Developed specs for new hardware (servers, desktops, and peripherals).
* Managed users on and off boarding
* Manage desktop environments of local and remote users.
* Work with vendor partners to identify business solutions.
* Provided security training to staff.
* Monitor and responded to network alerts.
* Co-manage Exchange server (2016) and clients.
* Manage desktop upgrades.
* Manage network printers.
* Co-manage SAN environment (EMC).
* Manage the disposition of hardware assets.

**Starbucks (Contract)**

**Seattle WA**

**Implementation Spec.**

**January 2014 to April 2015**

My responsibilities and essential job functions include but are not limited to the following:

* Collaborates with cross-functional teams to deliver overall quality assurance.
* Coordinates with Starbucks stores and testing teams in preparation of the implementation phase of the global network upgrade.
* Ensures that technical problems are identified, tracked, resolved; and where applicable, referred to the correct support groups as needed.
* Informs senior implementation specialist and management of issues requiring additional intervention or support.
* Plans and maintains schedules, procedures, training materials and tracking methods for new and remodel store activities.
* Provides technical support for newly installed hardware, cabling issues second level technical testing for POS hardware, software, and telephony systems.
* Ensures customer expectations are met by communicating and maintaining key business relationships with other teams within the company.
* Reviews and approves invoices for new store and remodel activity from vendors.
* **Eurofins-Panlab**s

**February 2007 to October 2013**

**Bothell WA**

**\*The first 2 ½ years of employment were via a contract with CompuCom**

***Desktop / Network Support***

* Provide technical support to end users (remote and local).
* Troubleshooting network and desktop issues.
* Troubleshooting server issues.
* Managing tickets in support queue.
* Testing new desktop software/hardware.
* Troubleshooting and configuring mobile devices.
* Administer user accounts via AD
* Onboarding and off boarding end-users
* Managing desktop imaging process.
* Performing IQ, OQ, PQ with scientists re: GLP matters.
* Set up and troubleshoot thin client issues.
* Install and troubleshoot network hardware.
* Managing VoIP phones
* Providing training to staff and end users.
* Troubleshoot VPN issues.
* Monitored network via Solar Winds app.
* Served as lead to other support staff at remote site.
* Managed the disposition of hardware.

**University of Washington (Contract)**

**Seattle WA**

***Data Center Network Specialist***

**February 2006 to February 2007**

* Provide technical support to lower tier staff
* Troubleshoot network issues.
* Rack servers and switches in data center.
* Monitor data center environment via APC utilities
* Run fiber and CAT6 cabling.
* Troubleshoot server issues.
* Coordinate server activity with developers and server owners
* Monitor UPS and PDU activity via APC utilities
* Research major technical issues
* Setup and configure remote access devices such as Raritan
* Setup KVM devices
* Write data center procedures

**Certifications:**

* MCP
* A+ CompTIA
* Network+
* SCRUM training.