**Julian Kusin**

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# SUMMARY

* Self-starter, proactive, and highly motivated IT professional with excellent communication skills
* Well-rounded technical background, experienced in desktop and help desk support, customer service, and Windows and cloud administration
* Excellent problem solving and listening skills, and can quickly learn new technologies and develop solutions
* Empathetic toward users and peers, strong interpersonal skills, and constantly driven to improve user experience and internal processes
* Ability to handle long-term projects along with daily responsibilities in both independent and team environments
* Perform local and remote troubleshooting, support, and repairs for complicated hardware and software issues

# TECHNICAL SKILLS

* Languages: PowerShell, HTML
* Platforms: Windows XP, Vista, 7, 8.1, 10, Windows Server 2008, 2012, 2019, macOS, iOS, Android
* Software: Microsoft Office 2003-2019, 365, Access, Zoom, WebEx, Lansweeper, Hyper-V, Active Directory, Microsoft Dynamics CRM, Track-It!, SonicWall VPN

# EDUCATION AND CERTIFICATIONS

**Microsoft Certified Professional** **Feb 2016**

* Microsoft Certified Professional and a Product Specialist for Windows Server 2012

**Ohio Wesleyan University**, Delaware OH **2009 – 2015**

* Majors: Environmental Sciences and Geographic Information Systems (two semesters until finishing a BA)
* Honors: Phi Beta Kappa, Dean’s Honor Roll, Academic Scholarship

# EXPERIENCE

**Communication Technician**, Comcast, Marin, CA **Mar 2018 – Aug 2020**

* Installed, troubleshot, and repaired cable, internet, and phone services throughout Marin
* Provided technical support and education for Comcast products

**Software Implementation**, AxxerionUSA, San Rafael, CA **May 2017 – Jun 2017**

* Designed and performed ERP software implementations and provided support for clients
* Produced internal and client-facing technical documentation and training videos

**IT Support**, DesignMind, San Francisco, CA **March 2017**

* Short-term sole position supporting services such as Skype, Office, and email
* Advised security best practices, fixed hardware issues, and decommissioned old hard drives

**IT Support Tier 2**, Institute of Reading Development, Novato, CA **Jan 2015 – Oct 2015**

* Created and deployed software packages in an 800 PC enterprise environment using Active Directory, Lansweeper, WebEx, and Microsoft Remote Desktop
* Diagnosed, researched, and resolved complicated software and hardware issues, often collaborating with peers
* Administered accounts and group memberships for Active Directory, Microsoft Remote Desktop, O365, Symantec Cloud, Exchange, Lync, Skype, and Pulse
* Prioritized and solved high-volume web and phone support tickets for iOS and Android devices, desktops and virtual machines, online meetings, VoIP phones, and client connectivity
* Created and hosted dozens of online meetings daily with WebEx and provided technical support
* Migrated software and hardware in-person and remotely in an organized fashion
* Produced technical documentation and provided training for technical and non-technical users

**University Technology Council**,Ohio Wesleyan University, Delaware, OH **2011 – 2013**

* Student member of university’s IT department, helped manage classroom technologies
* Gathered student input and needs to develop new IT plans

**Building Maintenance**,PEP Housing, Petaluma, CA **Summer 2011**

* Performed preventative and restorative maintenance for 12 properties and 600 residents