

ROBERT GARONE

33 Lent Drive, Plainview, NY 11803 · (516) 884.2669

I am a highly motivated individual that is always looking to learn. Looking to leverage my career with an innovative technology company. I thoroughly enjoy working in teams of various sizes, mentoring peers, and learning from senior positions within the company.

EXPERIENCE

2021 - PRESENT

ALLSCRIPTS – SERVICE DESK ANAYLIST

Provide top quality customer service by assisting employees with issues that occur.
Provide an accurate record of each call in an incident management tracking program.
Assist customers with submitting tickets to higher levels of support.
Understand and execute escalation procedures.
Provide quick and proficient technical support of business applications.

2019 - PRESENT

LOCAL 638 STEAMFITTER - MECHANIC

Analyze Structural blueprints and implement necessary hardware.
Utilize partnerships to ensure a safe work environment.
Implement action plan through multiple communication channels.

2018 – 2019

NATIONAL PURCHASING AGENT, ALLOY WHEEL REPAIR SPECIALIST

PLAINVIEW, NY – NORCROSS, GA

Led rolling out an inventory program to all franchises.
Drove quality assurance for the new products to meet AWRS standards.
Developed purchasing plans for all corporately owned locations as well as franchisees.
Produced progress reports for each locations re-manufacturing costs.
Generated purchase orders and invoices to vendors to ensure sound supplies for each location.
Collaborated and planned with the CFO and Controller to achieve quartile goals.

EDUCATION

2007

HIGH SCHOOL DIPLOMA, FARMINGDALE HIGH SCHOOL

2022 (To start in Jan.)

GENERAL ASSEMBLY SOFTWARE ENGINEER BOOTCAMP

SKILLS

- JavaScript, HTML, CSS, Python, Windows/OSX, Microsoft Office, GitHub, Slack.