Robert Rose Jr.

Technical Support Analyst | Aspiring Front-End Developer

Jasper, Texas | (409) 224-9606 | robert11rose@gmail.com
GitHub: https://github.com/Shredd | Portfolio: https://shredd.github.io/website/index.html
LinkedIn: https://www.linkedin.com/in/robert-rose-jr-0418331b8/

Professional Summary

Motivated and detail-oriented IT support specialist with nearly 4 years of experience in technical support, system troubleshooting, and user assistance. Passionate about technology and continuous learning, with growing expertise in front-end web development. Proven ability to communicate effectively and solve problems under pressure.

Professional Experience

Technical Support Analyst
Provalus - Jasper, TX | Jan 2021 - Nov 2024
- Delivered Tier 1 & 2 technical support for desktop systems, software, and hardware across an enterprise environment.
- Resolved technical issues including password resets, printer deployment, BitLocker recovery, and Windows system troubleshooting.
- Managed and configured software installations using Microsoft Intune.
- Supported Active Directory account administration and Okta SSO integrations.
- Provided customer-first IT support, ensuring fast resolution and user satisfaction.
- Tools & Tech: Windows OS, Microsoft Entra ID, ADManager, Workday, Command Prompt.

Data Analyst (Contract)
Provalus - 2020
- Executed data entry tasks with attention to detail and accuracy across internal platforms.
- Gained exposure to business logic and data structuring best practices.

Technical Skills

Support & IT Tools: Active Directory, Microsoft Intune, BitLocker, Okta, ADManager, Microsoft Entra ID, Printers, Command Prompt, Windows OS
Languages & Frameworks: JavaScript, Python, HTML/CSS, React (in progress)
Software & Platforms: Workday, GitHub, Visual Studio Code
Other: Customer Support, Troubleshooting, Software Installation

Projects

TabRefresher
- Developed a custom Firefox browser extension in JavaScript to auto-refresh tabs, boosting productivity for routine monitoring tasks.

Tom 2.0 - Python Voice Assistant
- Created a personal voice-activated assistant using Python 3, capable of basic command execution and automation.

Education & Training

High School Diploma - Nov 14, 2019
Provalus Application Development Bootcamp - 2019
Codecademy (Ongoing) - Courses in Front-End Development, JavaScript, React, Python, Intermediate JS