* **Robert Rose, Jr.**

***Contacts:***

*PO Box 545 409-224-9606*

*Jasper, Texas 75951 robert11rose@gmail.com*

***Social Accounts:***

<https://www.linkedin.com/in/robert-rose-jr-0418331b8/>

<https://github.com/Shredd>

Experience\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Data Entry Analyst - Provalus

*2020 – One Month*

*Provided assistance with detailing reports for unemployment claims.*

*Used Excel to create the reports and was submitted once completed.*

Help Desk/Device Support Technician - Provalus

*Jan 2021 to Nov 2024 · 3 yrs 11 months*

*Provide client support and technical assistance ranging from password resets to desktop software/hardware troubleshooting and setup, printer support and deployment, Misc hardware support and setup.*

**Software’s and System’s that were used in my position as a Help Desk Agent:**

**- Service Now (SNOW) - Windows Server 2012**

**- Workday / Okta - Office 365 Suite Desktop and Online Versions**

**- Active Directory - Genesys (VoIP)**

**- Network Drives - Azure**

**- VPNS: Cisco, Zscaler - myapps.microsoft.com**

**- Windows 7 to 11 - Proprietary Software’s and Website’s**

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Education\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**High School Diploma -** Graduated Nov. 14th, 2019

**Provalus Developer** **Bootcamp** – 2019

**Codecademy Courses** **–** 2025

*See Linkedin for the current courses completed:*

<https://www.linkedin.com/in/robert-rose-jr-0418331b8/>

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Skills\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Computer Programming Communication Customer Service

Problem-Solving Microsoft Office 365 Computer Management

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**Resume Statement**

*With my passion as a technology enthusiast, I am confident that I have what it takes to be an excellent fit in the tech field and in anything I do. With my passion leaves me with the mind that is always evolving and provided me with a sense to explore the next big idea.*