* **Robert Rose Jr.**

***Contacts:***

***Cell****: 409-224-9606* ***Email****: robert11rose@gmail.com*

***Links***

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

**GitHub:** <https://github.com/Shredd>

**Personal website:** <https://shredd.github.io/website/index.html>

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.*

Technical Support Analyst - Provalus

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

*- 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.*

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Projects\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Tab Refresher -** <https://github.com/Shredd/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 -** <https://github.com/Shredd/Tom2.0>

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

(More listed on my website: <https://shredd.github.io/website/index.html>)

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

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

**Provalus Application Development** **Bootcamp** – 2019

**Codecademy (Ongoing) - Courses in Front-End Web Development, JavaScript, React, CSS, HTML5**

*See LinkedIn for the current courses completed:*

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

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

*Support & IT Tools: Active Directory, Microsoft Intune, BitLocker, Okta, AD Manager,*

*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*

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**Resume 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.*