

o Information Technology Specialist o Information Technology Specialist Strongsville, OH Over 5 years in IT support roles Collaborated with fellow technicians in team environments Maintained hardware, software, and LAN business assets Led new IT initiatives to overhaul existing deficiencies Able to troubleshoot and diagnose helpdesk tickets in desktop support and helpdesk roles while applying customer service concepts to improve user experiences Assisted with onboarding new company associates and IT technicians Technical Skills Authorized to work in the US for any employer Work Experience o Information Technology Specialist National Automotive Experts - Strongsville, OH April 2017 to July 2018 Provided end user support to NAE associates including desktop support, pc maintenance, reconfigurations, upgrades, and active directory upkeep Supported executive and management level employees during afterhours on call Led initiatives to overhaul existing business processes including overhauling equipment inventorying and reorganizing IT assets Maintained interpersonal relationships with end users to build trust and understanding with IT Overhauled new associate onboarding and equipment setup process Worked with external vendors to research and troubleshoot hardware and software technical issues o Lead Student Technician Kent State University - Kent, OH October 2013 to December 2016 Operated with and led technicians during collaboration efforts, as well as mentored younger technicians Provided desktop support to end users relating to hardware and software, computer applications, LAN components and peripherals Able to function and maintain day to day workload independently of managerial support Maintained a detailed inventory of computer assets o IT Systems Engineer Intern Progressive Insurance - Mayfield Village, OH June 2016 to August 2016 Worked with internal customers to provide troubleshooting, build and break/fix support for desktop equipment, and software utilized Utilized Microsoft System Center Configuration Utility to perform software installation remotely Administered support for internal customer batch jobs as well as performed scheduled maintenance on mainframe systems Organized and communicated with other Progressive Interns in order to deliver a presentation to IT Managers regarding the structure of the IT Departments for future years o Student IT Security Analyst Intern Kent State University - Kent, OH June 2015 to August 2015 Identified malicious patterns utilizing Splunk log analysis to

ensure potential threats were appropriately identified and mitigated    Ensured staff and students compliance with the Digital Millennium Copyright Act and Higher education Opportunity Act by providing education to users who shared copyrighted materials    Communicated with multiple departments to ensure that customer support was provided within Service Level Agreement

Education Bachelor of Science in Digital Science Kent State University - Kent, OH December 2016

Skills CISCO, NETWORKING, PCI, REMEDY, SECURITY (Less than 1 year), Manage Engine (Less than 1 year), ConnectWise (1 year) Additional Information Operating Systems: Windows 7/8/8.1/10, OS X, iOS    Networking: Cisco routers and switches, TCP/IP fundamentals, VLAN fundamentals, Internet circuit troubleshooting    Security Operations: Log Analysis, Threat Response (Analysis, Mitigation and Remediation), Legal Compliance (DMCA, FERPA, HEOA, HIPPA, PCI, PII)    Ticketing Systems: Blackboard, Remedy, ConnectWise, Manage Engine

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