**Deonshae Robbins**  
Houston, TX | 346-422-7870 | [robbins.deonshae@outlook.com](mailto:robbins.deonshae@outlook.com)  
[LinkedIn: iamdeonshaerobbins](https://www.linkedin.com/in/iamdeonshaerobbins) | [GitHub: drobb9219](https://github.com/drobb9219/drobb9219)

### 🔹 Professional Summary

Dedicated IT Support Specialist with a strong foundation in troubleshooting, customer service, and system administration. CompTIA Tech+ certified and actively pursuing AWS Cloud Practitioner and CompTIA Security+ certifications. Proficient in resolving hardware and software issues, managing user accounts, and providing technical support in fast-paced environments. Committed to continuous learning and delivering exceptional user experiences.​

### 🔹 Core Competencies

* **Technical Support:** Hardware & software troubleshooting, ticketing systems (JIRA, Zendesk)
* **System Administration:** Active Directory, user account management, Windows/Linux OS
* **Networking:** Basic knowledge of TCP/IP, DNS, VPN, LAN/WAN
* **Customer Service:** Effective communication, problem-solving, user training
* **Tools & Platforms:** Remote desktop tools, GitHub, VirtualBox, n8n, Docker
* **Certifications:** CompTIA Tech+, pursuing AWS Cloud Practitioner, Security+​

### 🔹 Professional Experience

**Braskem America – Operations Efficiency Specialist**  
Houston, TX | Dec 2020 – Nov 2024

* Provided technical support for automated systems, enhancing operational efficiency.
* Collaborated with cross-functional teams to troubleshoot and resolve system issues.
* Conducted training sessions for staff on equipment usage and safety protocols.​

**Houston Christian University – IT Support Helpdesk Technician**  
Houston, TX | Aug 2011 – Jul 2012

* Delivered Tier 1/2 support for campus-wide IT systems, resolving user issues promptly.
* Managed hardware and software installations, updates, and maintenance.
* Documented support procedures and provided training to new staff members.​

### 🔹 Projects

**Workflow Automation with n8n and Docker**

* Developed automated workflows to monitor system performance and send alerts.
* Utilized Docker containers for isolated testing environments.
* Documented processes for team knowledge sharing and future reference.​

**Linux VirtualBox IT Lab**

* Created virtual environments to simulate IT support scenarios.
* Practiced troubleshooting techniques and system administration tasks.
* Enhanced understanding of Linux systems and command-line tools.​

### 🔹 Education

**San Jacinto College**  
Associate of Science – Chemical Process Technology | 2015 – 2017  
Associate of Science – Interdisciplinary Studies