

Robert Atkins

Everett, WA - Email me on Indeed: [indeed.com/r/Robert-Atkins/4d83ba023a6ad95e](https://www.indeed.com/r/Robert-Atkins/4d83ba023a6ad95e)

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Aerotek - Bellevue, WA -

2017 to Present

Senior IT Technician

SolutionsIQ - Redmond, WA -

2012 to 2016

IT Technician

SolutionsIQ - Redmond, WA -

2011 to 2015

Computer Analyst and SAN Administrator

Bothell, WA -

2000 to 2008

EDUCATION

Associates of Science in ATA Manufacturing CAD

Everett Community College

Bachelor of Sciences in Computer Systems

City University of Bellevue

1997

Associates of Sciences in WA

Computer Systems North Seattle Community College

1990

SKILLS

ACROBAT (Less than 1 year), ADOBE ACROBAT (Less than 1 year), AVAYA (Less than 1 year), BATCH FILES (Less than 1 year), IPHONE (Less than 1 year)

ADDITIONAL INFORMATION

Great ethics for team member and independent worker with high SLA rating and completion

Quick to learn and not afraid to ask questions if there is confusing data

Have experiences on small and large user base 10 to over 600 people

Purchase and set up of hardware, Laptops, desktops, servers, printers and networks for users based on users need within the environment, Maintain and use imaging software to setup new or returned equipment Install and support for reuse, Microsoft Operating System platforms and application software, Apple hardware and applications, Third party Software and applications, in house software applications. Train New technicians when on boarded. Create and Maintain documentation for issues encountered

Quick to volunteer for special projects above and beyond the day to day workings.

Projects include

Backup IT Disaster Recovery exercise for the campus covering 8 building and 3,000 end-users.

Train and mentor new Desktop Support Contractors and Full-Time Employees.

Conduct user acceptance testing on a variety of internally and externally sourced software; test in a lab environment;

help establish test scripts and test cases;

document and report findings to management and the software engineering groups.

Deploy software into the production environment; manually remediate failed software deployments.

Provide support of Dell, Lenovo and HP laptop and desktop computers

Project completion rating of 100% (on-time and on-budget)

Provision and support several storage array platforms across fiber channel

Allocate and provision storage on Hitachi 9570, AMS 1000 and HP arrays for several hosts using Hitachi Storage Navigator Modulator, Hitachi Hi Command Device Manager, and HP Storage Works Command View Project Coordinator on the "Microcode Upgrade Project, " upgrading the firmware on 13 different Hitachi AMS 1000 arrays

Operating Systems:

Windows NT Workstation

Windows NT Server

Windows 2000

Windows XP

Windows 2003 Server

Windows Vista

Windows 7 Pro

Windows 8

Windows 10

MAC OSx

Mobile Devices:

Windows Phone

Apple iPhone

Scripting Languages:

Batch files

Visual Basic

Visual Basic.net

Hardware:

Laptops

Workstations

Servers

Printers

Plotters

Scanners

Software:

Adobe Acrobat

Avaya E-Talk

Oracle Rational Suite

Remedy

Kronos

Microsoft Office 2007

Microsoft Office 2010

Microsoft Office 2013

Microsoft Office 2016

SonicWall NetExtender

Anti-Virus Software