Robin O'Brien

Information Technology Specialist

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Professional Summary

Experienced IT Specialist with over a decade of comprehensive technology support in manufacturing environments, complemented by diverse industrial and customer-facing experience across multiple sectors. Application developer with expertise in VB.NET, database management, and industrial automation systems. Proven track record of independently designing and implementing custom applications, automated reporting systems, key performance indicators using data processing solutions that improve operational efficiency and decision-making.

Technical Skills

Programming & Development:
- VB.NET
- Swift & SwiftUI
- SQL Server & Database Management
- PLC Integration

Systems & Platforms:
- Windows Administration & Support
- Some macOS and Linux Administration
- SQL Server Reporting Services (SSRS) - Extensive Development Experience
- Active Directory & Group Policy Management
- Virtual Environment Management & Administration
- Remote Computer Administration
- IBM AS/400 with DB2 Database Systems
- Industrial control systems integration
- Cybersecurity and threat detection
- Email security & malicious content identification

Specializations:
- Custom application development
- Automated reporting & data distribution
- Performance analytics & KPI dashboards
- Health & Safety compliance systems
- Production data processing & analysis
- Interfacing with PLCs for real-time data capture

Professional Experience

IT Specialist – Toyota Boshoku, Elmira, Ontario | February 2012 - Present (13 Years)

Comprehensive IT support for office and production environments, also serving as developer for custom business applications

• Application Development: Independently designed and developed multiple business-critical applications using VB.NET:
  - KPI tracking and dashboard systems
  - Health & Safety incident reporting applications
  - Production sequencing and workflow management systems
  - HR team member kiosk interface applications
  - Inventory tracking and monitoring applications

• Industrial Integration: Created sophisticated interfaces between custom applications and PLCs to capture, process, and report on production data in real-time

• Automated alerting: Created complex monitoring and alerting systems to track various metrics

• Advanced Reporting & Analytics: Developed comprehensive reporting solutions using SQL Server Reporting Services (SSRS), creating automated reports for various business functions including production metrics, health & safety summaries, and operational dashboards

• Enterprise System Management: Remote administration across multiple locations, maintaining system security, updates, and performance optimization in virtual and physical environments

• Cybersecurity & Incident Response: Skilled in maintaining security standards, identifying security breaches, and detecting malicious emails. Experienced participating in complete disaster recovery from a major cybersecurity event, implementing enhanced security protocols, user restrictions, and system restoration procedures

• Virtual Environment Expertise: Managed virtual environments, ensuring efficient resource allocation and system performance across multiple production and office systems

• Legacy System Integration: Maintained and integrated IBM AS/400 system DB2 databases, ensuring seamless data flow between legacy and modern applications

• Data Processing & Distribution: Implemented automated systems for data collection, processing, and report distribution, significantly reducing manual processes and improving data accuracy

• Cross-Platform Support: Provided comprehensive technical support for all office and production computer systems, maintaining high uptime and user satisfaction

- Self-Directed Learning: Continuously expanded technical expertise through independent study, successfully incorporating new technologies and implementing innovative solutions

Education
Network Engineering & System Administration Program
Conestoga College, Kitchener, Ontario | 2010-2011

Core Competencies
- Independent Problem Solving: Consistently delivered complex technical solutions with minimal supervision

- Rapid Technology Adoption: Proven ability to quickly learn and implement new technologies and platforms

- Business Process Automation: Expert in identifying inefficiencies and developing automated solutions

- Cross-Functional Collaboration: Effective liaison between IT, HR, production, and management teams

- Project Management: Successfully managed multiple concurrent development projects from conception to deployment

Professional Development
Currently Pursuing:

- Swift & SwiftUI Development (iOS/macOS Applications)

- Ignition Platform Certification (Industrial Automation)

- References available upon request