

Patrick Robison

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SKILLS

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| <ul style="list-style-type: none">• PC Hardware Installations• Clear, Concise, and Actionable Documenter• Active Directory Experience• CompTIA A+ Certified | <ul style="list-style-type: none">• Google Workspace Administration (Users, Groups, MFA)• Software Troubleshooting• Remote Software Assistance | <ul style="list-style-type: none">• SQL & Data Reporting (SSRS, Power BI)• Printer & Peripheral Support• Business/Creative Writing• Customer Service Excellence |
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WORK EXPERIENCE

Foothills Baptist Church IT Administrator (Volunteer)

April 2025 – Present
Phoenix, AZ 85048

Key Achievements:

- Resolved IT issues via Zoho Desk ticketing system and in-person support for staff.
- Managed user accounts and groups in Google Workspaces, facilitating password resets, onboarding, and MFA setup.
- Supported device configuration, wireless connectivity, and printer troubleshooting.
- Identified 3 redundant devices through staff consultation to support Mobile Device Management (MDM) implementation.
- Physically installed and configured servers and switches in the network rack, ensuring proper cable management.
- Audited organizational email accounts, identified 3 inactive users, and optimized distribution lists for volunteer communications.

Data Doctors Computer Technician

October 2024 – Present
Phoenix, AZ 85048

Key Achievements:

- Served as the sole technician, resolving desktop and laptop issues using diagnostic tools, the company knowledge base, and online resources.
- Documented repair processes to educate end users in a clear, comprehensive manner.
- Patiently communicated with customers, explaining the purpose of recommended resolutions and associated charges.
- Diagnosed and repaired desktops, laptops, and peripherals, while educating users on preventative measures.
- Guided 100+ users through remote troubleshooting, including elderly clientele, with clear and patient communication.
- Managed intake, inventory adjustments, and tracked outstanding work orders to ensure timely closures and accurate asset records.

Chick-fil-A Front of House Team Member

January 2024 – September 2024
Phoenix, AZ 85044

Key Achievements:

- Assisted with operations, store cleanliness, and order taking in a fast-paced environment.
- Delivered a positive customer experience by maintaining professionalism and teamwork.

Iridium Satellites LLC Business Systems Analyst Intern

May 2023 – May 2024
Tempe, AZ 85284

Key Achievements:

- Assisted senior business analysts in resolving operational issues across multiple departments.
- Designed ad-hoc queries in Microsoft SQL Server and resolved technical issues with CoreIntegrator workflow software.
- Automated a Dynamics GP smartmap with SQL CTEs and window functions to remove outdated department access codes.
- Created an AD group report in SSRS utilizing LDAPS to consolidate user info and optimize onboarding/offboarding tasks.
- Developed a SQL query using XQuery to identify potential outdated or irrelevant SSRS reports for a cleanup effort.

EDUCATION

Arizona State University, Tempe, Arizona - Bachelor of Business Communications

August 2017 – May 2023

CERTIFICATIONS

[CompTIA A+ ce Certification](#)

May 2025