

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

With the assistance of the primary IT administrator; resolved IT issues via Zoho Desk ticketing system and in-person support for staff. Serve as the admin in charge of user accounts and groups through Google Workspaces; facilitating passwords resets, onboarding, and MFA setup. Additionally have supported device configuration, wireless connectivity, and printer troubleshooting.

Key Achievements:

- 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

Serving as the sole technician for our store located in Ahwatukee; have aided the general public with a variety of issues pertaining to desktops or laptops. Using a suite of diagnostic tools and programs, our company knowledge base, and online resources, resolved both frequent and unique issues while documenting the work performed in order to educate the end user in a comprehensive manner. Have patiently communicated with customers to explain the purposes of recommended resolutions and associated charges.

Key Achievements:

- Diagnosed and repaired desktops, laptops, and peripherals; ensuring the end user is educated regarding preventative measures.
- Guided 100+ users through remote troubleshooting, including elderly clientele, ensuring clear and patient communication.
- Manage intake, inventory adjustments, and track outstanding work orders to provide timely closures and accurate asset records.

Chick-fil-A Front of House Team Member

January 2024 – September 2024
Phoenix, AZ 85044

Served in the front of house crew of a popular local Chick-fil-A restaurant; assisting with operations, store cleanliness, and order taking while exhibiting a positive demeanor to improve the experience of both customer's and team members alike.

Iridium Satellites LLC Business Systems Analyst Intern

May 2023 – May 2024
Tempe, AZ 85284

Served on a team of several senior business analyst to assist other departments with operational issues pertaining to files, reports, or systems while seeking ways to automate or improve processes. Using tickets delegated through ServiceNow, primarily designed ad-hoc queries in Microsoft SQL Server, or resolved technical issues with our CoreIntegrator workflow service software.

Key Achievements:

- 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