Robert Seevers

Remote IT Support • Technical Support Specialist

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Summary

IT support professional with hands-on experience in hardware repair, diagnostics, and troubleshooting. Comfortable working independently in remote environments with strong problem-solving skills. Background includes managing multi-store repair operations and building technical projects in a personal lab. Currently expanding skills in Linux administration, Docker, system monitoring, and network security.

Skills

▶ **Technical Skills**

- PC and Electronics Repair & troubleshooting
- Mac repair & diagnostics (Apple Certified)
- Linux basics (Ubuntu, Raspberry Pi OS)
- Docker containerization & project deployment
- System monitoring with Grafana, InfluxDB, Telegraf
- Network security tools (Pi-hole, Suricata IDS, fail2ban, UFW)
- Basic Python & Bash scripting
- Hardware diagnostics & POST code interpretation
- OS installs, resets, recovery (Windows, Linux, macOS)
- Malware removal & basic system hardening
- Remote access: SSH, RDP, VNC
- LAN/Wi-Fi setup & troubleshooting
- BIOS/UEFI configuration
- MQTT messaging & IoT devices
- DNS configuration & VPN setup
- Ticketing & technical documentation

▶ **Strengths**

- Reliability & follow-through
- Clear communication
- Customer service
- Leadership & training
- Workflow improvement
- Adaptability & fast learning

Experience

▶ **Night Maintenance Technician — Fluor (Arlington Valley Solar Plant)**

▶ **Security Officer — Dream City Church**

▶ **Quality Assurance Inspector — Carvana**

▶ **Repair Technician — Mobile Kangaroo**

▶ **General Manager / Lead Repair Technician — UbreakiFix (Multi-Location)**

Education

Associate of Science — Computer Technology & Networking

College America — Phoenix, AZ

Graduated: Aug 2016