

# Robert Seevers

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## 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.

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## Skills

### Technical Skills

- PC and Electronics Repair & troubleshooting
- Mac repair & diagnostics (Apple Certified)
- Linux basics (Ubuntu, Raspberry Pi OS)
- Docker containerization & deployment
- System monitoring (Grafana, InfluxDB, Telegraf)
- Network security tools (Pi-hole, Suricata IDS, fail2ban, UFW)
- Basic Python & Bash scripting
- OS installs & recovery (Windows, Linux, macOS)
- Malware removal & system hardening
- Remote access (SSH, RDP, VNC)
- BIOS/UEFI configuration
- DNS & VPN configuration
- Technical documentation

### Strengths

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

### Fluor – Arlington Valley Solar Plant

Night Maintenance Technician | Dec 2024 – Sept 2025 • Arlington Valley, AZ

- Performed routine cleaning and maintenance of solar panels and control buildings

- Conducted nightly security checks to ensure a secure perimeter
- Maintained company vehicles and upheld operational standards

### **Dream City Church**

Security Officer | Jun 2023 – Mar 2024 • Phoenix, AZ

- Ensured a safe and secure environment for church members and visitors
- Responded to incidents and emergencies with professionalism and discretion
- Collaborated with staff to implement and monitor safety protocols

### **Carvana**

Quality Assurance Inspector | Oct 2022 – Mar 2023 • Phoenix, AZ

- Conducted detailed inspections of vehicles before customer delivery
- Identified and resolved quality issues to meet company standards
- Supported process improvements within the QA team

### **Mobile Kangaroo**

Repair Technician | Feb 2022 – Oct 2022 • Phoenix, AZ

- Diagnosed and repaired macOS and Windows-based desktops/laptops and all Apple products
- Apple Certified (Support Professional, IT Professional, iOS Tech, Macintosh Tech)
- Serviced hand-held and General Consumer Electronics and Apple Devices
- Delivered efficient customer support and technical solutions
- Managed repair documentation and inventory tracking

### **UbreakiFix (Multi-Location)**

General Manager / Lead Repair Technician | Apr 2015 – Jan 2021 • Phoenix, AZ

- Managed day-to-day operations across 3 retail storefronts
- Specialized in Mobile Device/PC repairs (iOS, macOS, Android and Windows), certified by Samsung, HP, Apple, and Google
- Trained and supervised staff, improved customer service workflows, and boosted store performance
- Maintained inventory, handled vendor relations, and ensured consistent repair quality

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## **Education**

### **Associate of Science — Computer Technology & Networking**

College America — Phoenix, AZ

Graduated: Aug 2016