

Robert Hynes

Information Technology Support Expert

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SUMMARY

Creative, dedicated, friendly team oriented professional with great written and verbal communication skills, to solve problems and meet goals. Experience working remotely in office or at home.

- 20 Years of customer support/technical support experience
- 16 years working with remote tools from varied locations
- Communication, interpersonal skills, relationship building with local and remote teams
- Problem Solving, training, customer Service
- Positive mentoring with a team focus to meet or exceed project goals
- Recognized for high quality services and team lead functions

EXPERIENCE

Somerville Center for Adult Learning Experiences - Computer Operator, Technology Integration

January 2019 to Present

Supporting instructors for adult learning

PeaceHealth, Eugene OR — Senior Desktop Analyst - Remote/In person

July 2002 - December 2018

Provided IT desktop support for hospital's technology infrastructure located in Pacific Northwest. Managed large and small scale migration projects, systems, upgrades, performance tuning and monitoring of desktop applications/systems. Help set and implement long-range technical direction and support for operating systems, applications and corporate standards. Worked with remote and local teams to accomplish projects.

- Helped lead local campus desktop support team as senior analyst. Acted as a source of technical knowledge and company procedures.
- Worked with department managers to accomplish their technical goals to care for patients and support their staff.
- Member of an OS/Software Standards team, setting the course for computer standards in the organization, which streamlines support.
- Member of Office 365 team for rollouts
- Lead Sharepoint team for documentation

SKILLS/TOOLS

People Skills: Remote and in person customer support, training and relations.

Remote Tools: Skype for Business, VPN/Remote Desktop, Google Drive, Google Hangouts, DropBox, OneDrive, Yammer, Slack

Leadership: Project management of desktop support initiatives and small teams

Experience with:

Adopting new technologies on a regular basis, mass software/hardware rollouts, SCCM, Citrix receiver, MS Office 365, SCEP AV, Bitlocker, DDPE, Active Directory, Domain Admin, MS Server, DNS, DHCP, Windows 10/7/2000/XP, HTML, Web plugins, Sharepoint, a wide range of clinical applications. Security initiatives, VPN connections, technical documentation

Hardware: Dell & HP desktops and laptops. Citrix Wyse devices, HP and Dell printers, Fujitsu/Canon scanners, Apple tablets and ipods, Translator devices, Medical scanning devices, vendor devices, Audio/Video devices

- Connected with other IT teams to solve challenging technical issues facing department managers and other employees, some of which affect patient care.
- Management of user and PC accounts using Active Directory
- Tested/Installed Software using SCCM. Primary team resource for sending out software packages across the region using SCCM console.
- Support of hardware replacements including Dell, HP, Compaq, Apple devices
- Support of security initiatives including DDPE, Bitlocker, Symantec AV, SEP, & CrowdStrike with other IT teams.
- Support of Epic and Centricity medical record software implementations with other teams over multiple projects.
- Help in analyzing all aspects of Windows 10/7/XP/2000 enterprise deployment for 12,000 workstations in the pacific northwest to ensure a smooth migration.
- Contribution to MS Office teams from Office 2000-2016(365) which is used as a resource for new MS Office implementations.
- Managed several Sharepoint sites which provide technical documentation to other desktop support members and the helpdesk. Lead a team of 5 to maintain this site as well as others which provide information to caregivers.
- Support of Learning & Development and their technology needs.
- Support of VPN connections and a department of over 150 laptops for Home Health department serving field nurses.

Examples of recent work:

- Helped coordinate the upgrade of a boardroom with dual 80 inch TV's and better sound system to give Learning and Development a better venue to present.
- Replaced 500 older Dell PC's with HP computers, while helping to coordinate staff and vendors at my campus. Worked with managers to minimize impact and fielded 2nd level helpdesk calls, some of which involved other IT teams such as the security team.
- Sent out SCCM package to upgrade .NET software on older Windows 7 computers remaining after PC upgrade.
- Upgrading all Home Health laptops to Windows 10 to improve speed and minimize technical issues so that our local team will have more time to work on other projects.
- Replaced desktop PC's with Citrix Wyse devices

City of Huntington Beach, Huntington Beach, CA — Exchange Administrator/Support

December 2000 - December 2001

- Supported a variety of MS desktop operating systems (Win 2000/NT/9x) in a variety of city user environments.
- Provided admin support for MS Exchange and print servers.

- Point of contact for customers for helpdesk, desktop and various server account needs.
- Network documentation and diagramming

Belobox Networks, Irvine CA — *Network Technician/Consulting*

November 1998 - November 2000

- Compaq laptop and desktop configuration and network connectivity support.
- Customer support of deployed workstations and network systems as needed.
- Backup help desk support as needed for clients.
- Server Installations and configurations according to specified procedures.
- Experience in rapid workstation deployment software.
- Updating company website using MS Visual Interdev and Frontpage 2000.

Duke/Fluor Daniel, Charlotte NC — *Desktop Support/Helpdesk*

1996 - 1998

- Implemented the rollout of Windows 95, Windows NT Workstation 3.51 and 4.0, including service pack upgrades and data migration through the use of Ghost software, hard drive duplicator, and manual installation..
- Helped create a ""standard Windows NT desktop image"" for Duke/Fluor Daniel, Charlotte office.
- Supported 250 internal customers with software and hardware problems.
- Worked with the Network, Email, Lotus Notes, Workstation and Server teams to resolve issues at second level support.
- Supported the server team with password resets and account lockouts.
- Supported Office 97, Lotus Amipro, Lotus 123, Lotus cc:Mail, Lotus Notes 3 and 4

EDUCATION

Biola University, La Mirada CA — *BA Biblical Studies*

Graduated 1991

PROJECTS

Support for online Ministry — *Inside Out Training and Equipping School.*

Website creation/maintenance and Skype help as well as connecting members for ministry.

INTERESTS

Running, Science Fiction, Electric Cars, new technologies, travel

