

ROBERT MADSEN

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SUMMARY

I am currently seeking a summer internship/co-op for 2016. My work so far has been IT and I'm excited to really get into the information security industry. Below is a brief summary of my current skills: Experienced with troubleshooting using company provided wikis and knowledge bases as well as personal knowledge and internet searches. Customer service experience over the phone, in person and via email. Working knowledge of Python, PHP, Javascript, C, BASH, and MIPS Assembly. Experience with Windows XP - 10, OSX, Linux (Kali, Ubuntu, CentOS). Experience with examining Wireshark captures.

EDUCATION

Rochester Institute of Technology

Bachelor of Science Computing Security, Expected Graduation 2017

Cumulative GPA: 3.6

Minor: Systems Administration

EMPLOYMENT

Rochester Institute of Technology, Senior Help Desk Representative, Rochester, New York Jan 2016 - Current

- Working with full time staff to develop procedures for the IT organization.
- Giving training presentations.
- Increased responsibilities within account management areas.

Rochester Institute of Technology, Help Desk Representative Feb 2014 - Dec 2015

- During the academic year.
- Training new hires.
- Providing base level IT support to faculty, staff, and students on the campus including wireless connectivity troubleshooting, account management and printer troubleshooting.
- Using an email based ticketing system to communicate with customers and different departments.
- Working as a middleman for customers and other support teams.
- Using Bomgar remote software to directly interact with customer computers.

Averill Park Central School District, Substitute Computer Technician Dec 2013 - Current

- During the non-academic year and remote work since September 2015.
- Developed, tested, presented, deployed, and currently maintaining a web application used by elementary school students and staff to organize lunch ordering.
- Created a web-based course catalog for High School students, faculty, and staff.
- Presentations were given to the District Superintendent, multiple principals and other administrators as well as training for staff and a focus group of students.
- Modified, repaired, and maintained Dell laptops and desktops including RAM replacements and upgrades, motherboard replacements and cable management.
- Managed inventory using Microsoft Access and Excel, PDQ Inventory and Active Directory.
- Deployed and imaged Desktops and Laptops to multiple schools in the district using a network based imaging system.
- Upgraded Dell servers to Windows Server 2008 R2 and 2012 operating systems.

SKILLS

Customer Service, Scripting, Troubleshooting, Communication, Group Work, Networking, System Administration, Web Development