

## Robert Warneke

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Driven and technically proficient professional with a strong background in customer service, technical training, and paraprofessional experience. Seeking an IT role to leverage my CompTIA ITF+ certification, technical skills, and experience in supporting IT systems and users.

### **SKILLS**

IT Support and Troubleshooting  
Microsoft Office (Word, Excel, PowerPoint, Access, Outlook)  
Technical Writing and Documentation  
Auditing and Data Entry  
Programming Languages (Python)  
Web Development (HTML, CSS, JavaScript)  
Training and Employee Orientation  
Customer Service and Team Management

### **EXPERIENCE**

Parkland Middle School – McHenry School District 15, McHenry, IL

#### **Paraprofessional**

August 2023 – Present

- Provided 1:1 student instruction, integrating digital tools to support learning across various subjects.
- Supported students with Individualized Education Programs (IEPs) by integrating and maintaining assistive technology.
- Supported teachers with basic technology needs, such as operating classroom laptops and projectors.
- Recognized as Staff Member of the Month (October) for exceptional support and dedication.

Stanton Public School – Fox Lake Grade School District 114, Fox Lake, IL

#### **Paraprofessional**

October 2020 – June 2023

- Assisted student with gait belt, walker, AFO braces, AAC Communication Device, and feeding.
- Delivered resources and support for students with IEPs, incorporating educational tools and technologies as needed.
- Assisted teachers with grading, making copies, creating posters, and other classroom tasks.
- Tracked student data via PBIS rewards and ABC charts.
- Monitored and placed students at the appropriate reading level in accordance with ARC/IRLA.

William Rainey Harper College, Palatine, IL

#### **Employee Technical Skill Trainer (Summer Intern)**

June 2022 – August 2022

- Utilized Camtasia to create training and tutorial videos for Harper employees on core systems and technology.
- Led New Employee Orientation on Harper's core systems and technology.
- Collaborated with the Service Desk to write and revise technical documentation.
- Presented accomplishments at Harper College's IT Division Meeting.

Whole Foods Market, Deerfield | Kildeer, IL

#### **Customer Service Supervisor**

February 2014 – September 2019

- Managed a team of cashiers and conducted training on core systems and processes.
- Handled audits, bank orders, and deposits as Cash Office Lead Supervisor.
- Screened and interviewed applicants, contributing to the hiring process.
- Resolved customer concerns and provided technical support at the customer service desk.

### **EDUCATION**

William Rainey Harper College, Palatine, IL

Associate in Applied Science - Information Systems

Fall 2020 – Present

### **CERTIFICATIONS**

CompTIA ITF+ | Computing Technology Industry Association

February 14<sup>th</sup>, 2020