

Robert Warneke

Palatine, IL 60074 | hello@robertwarneke.com | robertwarneke.com
linkedin.com/in/robert-warneke | github.com/robert-warneke

IT SUPPORT PROFESSIONAL

Driven and technically proficient professional with a strong background in IT support, technical training, and customer service. As a CompTIA IT Fundamentals+ and Google IT Support Professional certificate holder, I am seeking an IT role to leverage my technical expertise and problem-solving skills to support and enhance IT systems and user experiences.

SKILLS

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

EXPERIENCE

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

Paraprofessional

August 2023 – July 2024

- 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.
- Assisted 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

- Managed and maintained communication devices for a student, ensuring effective classroom integration.
- Delivered resources and support for students, incorporating educational tools and technologies as needed.
- Assisted teachers with grading, making copies, and creating digital classroom materials.

William Rainey Harper College, Palatine, IL

Employee Technical Skill Trainer (Summer Intern)

June 2022 – August 2022

- Developed and delivered technical training sessions, including New Employee Orientation and specialized training.
- Created and maintained detailed technical documentation, improving system user guides and knowledge base articles.
- Produced instructional videos using Camtasia, enhancing the accessibility and effectiveness of training materials.
- Implemented Quick Response (QR) codes for easy access to technical documentation in various campus locations.

Whole Foods Market, Deerfield | Kildeer, IL

Customer Service Supervisor

February 2014 – September 2019

- Led a team of cashiers, providing training on point-of-sale (POS) systems, telephone use, and technical processes.
- Managed cash office operations, including audits, bank orders, and deposits, ensuring accuracy and security.
- Resolved customer inquiries and provided technical support at the service desk, in person and over the phone.
- Pre-screened applicants and scheduled interviews with hiring managers.

EDUCATION

William Rainey Harper College, Palatine, IL

Associate in Applied Science - Information Systems

Fall 2020 – Present

CERTIFICATIONS

Google IT Support Professional Certificate | Google

August 3, 2024

CompTIA ITF+ | Computing Technology Industry Association

February 14, 2020