

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

General Education Coursework

Fall 2012 – Fall 2022

CERTIFICATIONS

CompTIA ITF+ | Computing Technology Industry Association

February 14th, 2020