

Robert James Schroeder

9099 E. 31st Ln
Yuma, Arizona 85365
(928) 210-8339

OBJECTIVE

Seeking a position with advancement potential where my computer and technical abilities will be fully utilized and that my professional skills may be continually developed.

EDUCATION

Graduated Kofa High School in 2005.

Graduated Arizona Western College with a major in Computer Information Systems in 2018

CERTIFICATIONS

Cisco Networking Academy IT Essentials, CompTIA IT Fundamentals, JAMF Certified Associate, JAMF Certified Technician

SUMMARY OF EXPERIENCE

- Courteous and energetic personality, leading to sustainable ability to work in a team effectively and meet organizational goals.
- Fully proficient with several operating systems, including Windows desktop, Windows server, Macintosh desktop, Macintosh server, Linux, iOS, and Android.
- Experience with Microsoft System Center Configuration, Microsoft Deployment Toolkit, Azure, Intune, Altiris, and JAMF.
- Functional knowledge of PowerShell and UNIX shell scripting.
- Skilled in enterprise server software maintenance.
- Experience supporting IT in both enterprise and higher-education settings.
- Experience in supervisory roles in higher-education settings.
- Versed in aspects of FERPA, PII, HIPPA, and PCI DSS.
- Responsible and diligent work ethic. Honesty and integrity are cornerstones of my personal and professional life.

WORK HISTORY

Academic & Administrative Technology Coordinator

Arizona Western College - Yuma, AZ

July 2019 - Present

Employed as the Academic & Administrative Technology Coordinator at Arizona Western College. Duties include the supervision of Tier I technicians, Service Desk Analyst, and the Service Desk team. Responsible for analyzing trends in customer needs based on ticketing system. Also responsible for overseeing the day to day operations of the Service Desk and Help Desk. Other duties included the research, planning, and implementation of new technologies for both our Administrative and Academic needs.

Service Desk Technician II, Endpoint Systems Management

Arizona Western College - Yuma, AZ

May 2012 - July 2019

Duties include the testing and deployment of new and existing software including new Windows and Macintosh operating systems, implementation of MDM solutions, writing scripts using PowerShell, Bash, and Python to automate many computer processes, troubleshoot networking equipment using specialized network diagnostic tools, using a ticket system to support staff and students in a timely manner, research and implement patches and updates to be pushed out to all systems, general maintenance of all computer systems, develop and deliver technology presentations to peers, and coordinating and offering technical A/V support for various events happening on campus.

System Analyst/Database Administrator

Safety Services Company - Yuma, AZ

May 2006 - June 2012

Employed in the Information Technology department as a System Analyst/Database Administrator. Duties included installation/removal of hardware, troubleshooting, network maintenance, server maintenance and deployment, database management, construction of workspaces, and research of new technology and programs for added security and productivity of agents. Finished as an Information Systems manager in the company.

REFERENCES

Brenda Warnock	(928) 581-2629	Director of Technology Support Services (RET.)
Bryan Doak	(928) 344-7617	Vice President for Student Services at AWC
Kevin Beavers	(480) 977-8917	Plant General Manager at PIC Group, Inc.