

Royal Robins

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Skills

Tableau, Microsoft SQL Server, Microsoft Excel, R Studio, Microsoft Power BI, SQL, SQL Management Studio, Jira, Python, PowerShell, Microsoft Office, Microsoft Entra ID, Microsoft Azure, Microsoft SQL Server, Windows OS, Mac OS, Star-Rez, Diamond SIS, Jenzabar SIS, Moodle, Addigy MDM, Windows Active Directory

Experience

AMG Specialty Hospital | LA, Lafayette **IT Analyst (FT) | 05/2024 - Present**

- Analyzed existing systems and databases and recommended enhancements to solve business needs
- Offered input for complex documents to support client-ready final versions.
- Enhanced project management skills by defining and presenting system solutions and timelines for business needs or technical problems.
- Communicated and explained business requirements to team members to understand and implement functional demands.
- Collaborated with upper management to drive strategy and implement new processes.
- Created various Excel documents to assist with pulling metrics data and presenting information to stakeholders for concise explanations of best placement for needed resources.
- Utilized data visualization tools to effectively communicate business insights.
- Created dashboards to monitor and track key performance indicators.
- Deployed predictive analytics models to forecast future trends.
- Installed important security and functionality patches to maintain optimal protections against intrusion and system reliability.
- Provisioned new software and hardware for use, following established security policies.

Vital Integrators | LA, Lafayette **IT Support Specialist II (Contract) | 03/2024 - 05/2024**

- Created help desk tickets, troubleshoot and resolved desktop issues.
- Resolved escalated issues by serving as subject matter expert on wide-ranging issues.
- Provided Tier 2 IT support to non-technical internal users through desk side support services.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Prepared new computers and mobile devices according to internal policies on standardized software and security deployments.
- Loaded software, granted permissions, and configured hardware for new employees as part of onboarding process.
- Managed End-users by using Microsoft Azure & Active Directory.

Unitech Training Academy | LA, Lafayette **Jr. System Administrator (FT) | 01/2023 - 03/2024**

- Installed important security and functionality patches to maintain optimal protections against intrusion and system reliability.
- Worked with users to determine areas of technology in need of improved usability.
- Provisioned new software and hardware for use, following established security policies.
- Completed reports detailing network and systems performance and downtime issues.
- Oversaw file system and storage upgrades while safeguarding data integrity and redundancy.
- Managed life cycle replacement of hardware and software.
- Oversaw development and implementation of improvements to support network operations.
- Wrote strategic business plans outlining need for departmental information technology resources.
- Led technical upgrade projects for our school by working and coordinating with consultants and developers for integrations.

Unitech Training Academy | LA, Lafayette **IT System Specialist (FT) | 07/2022 - 01/2023**

- Improved overall user experience through support, training, troubleshooting, improvements and communication of system changes.
- Investigated and corrected problems with printers, copiers and other peripheral devices.
- Monitored network hardware operations to evaluate proper configuration.
- Provided faculty and staff with security software and network configuration support.
- Set up hardware and software in optimal configurations to meet network performance requirements.

- Install desktops, portable computers, peripherals, and software products for networked, classified and unclassified, and stand alone environments
- Detected, diagnosed, researched solutions, and resolved desktop and portable computer software and hardware failures.
- Provided users with information, guidance, and instruction on use of desktop and portable computer hardware and software

University of Louisiana at Lafayette | LA, Lafayette
IT Help Desk Support (PT) | 01/2019 - 03/2021

- Provided end-user support for students and administration
- Performed password resets and unlocked accounts for both staff and students
- Assistance operations manager with detailed reports regarding necessary equipment upgrades
- Created university ID's for both students and staff
- Reported any phishing alerts and spam to IT supervisor

Education

University of Louisiana at Lafayette, LA
MS, Informatics | 05/2024

University of Louisiana at Lafayette | Lafayette, LA
BFA, Computer Animation | 12/2021

Certifications

CompTIA Data+ | Active: 06/24 - 06/27

Credential ID: COMP001022515875

Certified in Cybersecurity (CC) | Active: 05/24 - 05/27

Credential ID: 2125300