Royal Robins

(504) 460-9212 ◆ royalrobinstech@outlook.com ◆ **WWW:** https://royalrobins.dev/

Professional Summary

Success driven Data Science professional with over two years of experience in system administration and data manipulation.

Skills

- **Languages**: Python, JavaScript, TypeScript, SQL, HTML, CSS, PowerShell

- **Databases:** PostgresSQL, MySQL
- **IDE**: PyCharm, VSCode, Visual Studio
- **Applications/Software:** Microsoft 365, Adobe Creative Cloud, Microsoft Active Directory, Microsoft Azure Entra ID, Netmon, Netbox, Jira ITSM, ConnectWise ITSM, MaaS360 MDM, Addigy MDM, SQL Management Studio, ConnectWise Screenconnect Remote Support Software, Microsoft Power BI

- **Frameworks:** React.Js, React Native, Node.Js, TailwindCSS, Figma, Git

- **Deployment:** GitHub Actions

- **Operating Systems:** Windows, Linux, MacOS

Projcets

Personal Data Analysis Project: Find the relationship between a product's standard cost of production and its list price based on product model.

- To begin this project I created a SQL Server in Microsoft Azure as well as a SQL Database using Microsoft's AdventureWorksLT sample data set. Once the data set was imported, I connected to the SQL Server using Microsoft's SQL Server Management Studio. Next, I was able to write a SQL query based on the prompt given and was able to retrieve the required data. Performing standard ETL methods, i was able to extract the data from the database, transform (clean) the data in Excel, and load the data in Microsoft Power BI to create visual aid of the data.

Work History

IT Service Desk Analyst, 05/2024 - Current
Acadiana Management Group – Lafayette, LA

- Created user accounts and assigned them permission based groups using on-premise Microsoft Active Directory as well as Microsoft Exchange Center to grant them access to calendars and distribution lists.
- Provided Tier 1 and Tier 2 support over phone call and e-mail to over 300+ employees covering 12 hospital locations.
- Managed user devices using MaaS360 MDM and established policies depending on the device type.
- Monitored devices and servers using the Netmon web-application as well as added devices such as printers using SNMP traps so that we are notified if a device needed maintenance.
- Scheduled calls and worked with vendors to ensure that our products and software are properly maintained and up-to-date.
- Participated in On-Call rotations to provide 24/7 support to 12 hospitals.
- Developed and deployed powershell scripts to automate the new user creation process as well as automate daily SQL database updates.
- Streamlined the imaging process for 15 computers weekly, ensuring consistent software deployment and reducing setup time by 50%, which increased user productivity from day one.
- Created and updated the asset tags for our devices.

IT Systems Specialist, 07/2022 - 03/2024

Unitech Training Academy – Lafayette, LA

- Created and managed user accounts using Microsoft Active Directory & Microsoft Entra ID. This including assigning licenses & processing terminations.
- Pushed the plan to migrate from on-premises Microsoft Active Directory to Microsoft Entra ID in under a year.
- Performed maintenance and updates to the SQL database using SQL Management Studio.
- Built & Maintained a server rack at one of the schools which included adding 3 Cisco switches, 2 Battery Backup UPS's, and 3 Physical Servers. Additionally, I cable managed the cables from the patch panel going into the switches. I also labeled and terminated wall drops going to the patch panel as well as deployed Access Points.
- Generated quarterly reports and yearly audits for the Directors & COO by utilizing SQL to build queries and extract data based on the criteria given. I then exported the data in .csv and cleaned/formatted the data in Microsoft Excel to make the data easy to be interpreted.
- Provided Tier 2 support for internal employees about systematic issues and Tier 1 support issues for employees experiencing account issues.
- Monitored data that was being pushed to Moodle from Jenzabar which was the Student Information System we had implemented.
- Maintained Jenzabar by scheduling necessary upgrades and providing important updates to end-users and higher-ups regarding it's operational status.
- Created PoweShell scripts to automate the account creation of new students & ran the script at specific times of the day.
- Assisted the IT Director with configuring Cisco switches, establishing VLAN's, and performing server updates on servers running Microsoft Server 2016.

EDUCATION

Master of Science: Informatics, 05/2024
University of Louisiana At Lafayette - Lafayette
Relevant Coursework:

- INFX 590: IT Governance, Risk Management, & Compliance
- MATH 250: Survey of Calculus
- INFX 510: Human-Computer Inter Informatics
- INFX 502: Systematic Methods in Informatics
- MGMT 518: Management of Information Technology
- QMET 510: Data Analysis
- INFX 540: Informatics Network Infrastructure
- INFX 580: Systems Development

Bachelor of Arts: Computer Arts & Animation, 12/2021
University of Louisiana At Lafayette - Lafayette, LA

CERTIFICATIONS

CompTIA Data+, 06/22/24, 06/22/27, COMP001022515875
Certified in Cybersecurity (CC), 06/01/24, 05/31/27, 2125300