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CHRISTIAN ROBB

ABOUT ME

I enjoy hobbies that require me to think creatively and quickly such as cooking, board games, and video games. I love to read, particularly history, sci-fi, fantasy, and books or manuals that help me learn new skills. I also organize and run various events including zombie walks, flash mob pillow fights, and other social events.

COURSES COMPLETED

- Networking Fundamentals
- Network Switching, routing and Wireless – Cisco
- WAN Configuration
- Network Automation
- Security Fundamentals
- Window Server Configuration
- Windows Active Directory
- Virtualization Hypervisor Management and Configuration- VMWARE
- Software Defined Networking
- System design and integration
- Firewall Configuration and Design
- Network Packet Analysis
- Linux Fundamentals
- Basic Scripting- Bash, Batch

WORK EXPERIENCE

ADT Security **2010 – 2018**

Customer Service and Billing, Customer Loyalty and Retention, Cross-Trained Account Services Representative

Assisted management by coaching new hires, providing on-site assistance for employees, troubleshooting, taking escalated calls and performing manager call backs, taking on special projects.

Used four different billing platforms, two monitoring platforms, and various programs and sites to assist customers and peers.

Provided solutions to customer issues, handled billing and account updates, replied to customer correspondence, assisted other departments, researched accounts, performed skip-tracing, volunteered for additional assignments.

EDUCATION AND CERTIFICATIONS

Associate of Science in Network Systems Technology Expected graduation Fall 2025

Technical Certificate in Network Infrastructure FSCJ- December 2024

CCNA: Enterprise Networking, Security, and Automation (ENSA) badge Cisco- January 2025

CCNA: Switching, Wireless and Routing Essentials (SWRE) badge Cisco- May 2024