CHRISTIAN ROBB | 904-327-6929 | robb.christian@gmail.com |
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Jacksonville, FL

OBJECTIVE

Aspiring network technology professional pursuing an A.S. in Network Systems Technology and CCNA certification, with hands-on training in routing, switching, automation, virtualization, and security. Driven by a passion for problem-solving and continuous learning, I combine technical proficiency with eight years of experience in customer support, troubleshooting, and team training. I aim to contribute to a dynamic IT environment where I can strengthen network reliability, enhance user experiences, and grow into a skilled network engineer.

TECHNICAL SKILLS

Networking: Routing & Switching (Cisco), WAN Configuration, Wireless Networking, Network Automation

Systems & Infrastructure: Windows Server, Active Directory, VMware Virtualization, Software Defined Networking

Security: Firewall Configuration, Security Fundamentals, Network Packet Analysis

Operating Systems & Tools: Linux Fundamentals, Bash & Batch Scripting

Other: System Design & Integration, Troubleshooting, Customer Support

CERTIFICATIONS

CCNA: Enterprise Networking, Security, and Automation (ENSA), Cisco – Jan 2025

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

EDUCATION

Associate of Science in Network Systems Technology – Expected Fall 2025

Technical Certificate in Network Infrastructure – FSCJ, Dec 2024

RELEVANT COURSEWORK

Networking Fundamentals · Switching & Routing · Network Automation · WAN Configuration · Windows Server · Active Directory · VMware Hypervisor Management · Firewall Design · Linux Fundamentals · Scripting (Bash, Batch)

PROFESSIONAL EXPERIENCE

IT Intern | Florida State College at Jacksonville (FSCJ) IT Department | Oct 06, 2025 – Present

- Assist in configuring and maintaining network devices under supervision, contributing to campus infrastructure reliability.
- Support troubleshooting of hardware, software, and network connectivity issues for faculty and students.
- Gain hands-on experience with Active Directory user management and ticket-based IT support systems.
- Document recurring issues and provide recommendations for improved workflows.

Customer Service & Support Representative | ADT Security | 2010 – 2018

- Supported billing, account management, retention, and escalated customer cases in fast-paced environments.
- Provided troubleshooting, trained new hires, and collaborated across teams for issue resolution.
- Worked cross-functionally across multiple platforms and tools to support internal and external users.
- Recognized for professionalism, mentorship, and the ability to remain calm under pressure.