Robert Spence

ROB@ACTIONSNACKS.NET

Experienced IT Operations Engineer with an over ten-year history in the tech space. Expansive background in Linux, Accessibility, Remote Solutions, Program Management, Customer Support/Experience, Training Creation/Facilitation, and Mentorship.

Experience

DECEMBER 2016 - PRESENT

GOOGLE, New York, NY – *Corporate Operations Engineer*

- Support Team subject matter expert and global escalation point for Linux and Accessibility-related issues.
- Created and maintained globally utilized tools.
- Created and maintained globally utilized training and documentation.
- Developed and deployed Linux Support and Accessibility improvements.
- Advocated for Accessibility documentation, training, and tooling improvements within Google's internal support space.
- Developed and led multiple internal Linux platform and Linux Professional Institute Certification training.
- Led the formation of a support escalation and advocacy team for Accessibility.
- Mentored and assisted with training new teammates.
- Assisted with FDOBs for new offices.
- Advocated for and led global morale and well-being improvement projects and initiatives.

JANUARY 2015 - DECEMBER 2016

GOOGLE, Ann Arbor, MI – *Corporate Engineering Support Technician*

- Provided global remote support for all major operating systems including Linux, MacOS, Windows 7/8/10, Chrome OS, Android, and iOS.
- Worked with managers and service owners to implement procedural and program-level changes.
- Organized team-building events.

APRIL 2010 - MAY 2014

UNIVERSITY OF FLORIDA, Gainesville, FL – *IT Specialist*

- Provided hardware, software, mobile, and network assistance for faculty, staff, and students.
- Securely disposed of storage media per HIPAA guidelines.
- Managed machines in Microsoft Active Directory / Group Policy.
- Maintained an up-to-date registry of machines in the IP Administration and Management System (IPAM).
- Liaised with hardware and software companies for additional troubleshooting, repairs, and exchanges.

- Assisted with college-wide migration from Windows XP to Windows 7.

Skills

OS: Linux (Debian and RHEL-Based Distributions), MacOS, Windows, ChromeOS, iOS, Android/Android-Based

Additional Skills and Experience: Google Apps Suite, Microsoft Office Suite, Open/Libre Office Suite, Bash/Shell Scripting, Python Scripting, Network Support, Active Directory, iLife Suite, Adobe Creative Cloud, Assistive Technologies

Education

2012 - 2013
SANTA FE COLLEGE, Gainesville, FL – *Independent Studies, Programming & Analysis*

Courses in SQL, HTML5, C++, Objective-C and iOS App Development

2007 - 2010
UNIVERSITY OF FLORIDA, Gainesville, FL – *BA Religious Studies, Minor in Japanese*

Activities and Societies: Japanese Club

2004 - 2007
BROWARD COLLEGE, Davie, FL – *AA General Studies & Humanities*

Activities and Societies: Phi Theta Kappa Honors Society

Hobbies

Writing (Science Fiction, Poetry), Bullet Journaling, Horology, Reading, Playing Ukulele, Fortune Cookie Fortune Collecting