Robert W. Chen

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Education History

Carleton College, Northfield, MN   *Graduation Date: June 2016*

- *Major:* Cinema and Media Studies (GPA: 3.23)

Work Experience

Service Desk Analyst, Be the Match, Minneapolis, MN   August 2016 – Present

- Designed and built PowerShell scripts for task automations to reduce time of delivery
- Served as lead contact with Verizon on corporate account for mobile device requests
- Established standardized method of mobile device ordering and setup
- Implemented measures that reduce mobile device expenditures by $2500 per month
- Diagnosed and tracked issues through Service Center of NMDP supplied hardware and software
- Provisioned user access to requested mailboxes, group shares, and applications

Business Technology Trainer, Genesys Works, St. Paul, MN   June 2016 - August 2016

- Instructed forty students in troubleshooting skills of Windows OS, networking, and time management
- Documented and tracked student knowledge of business technology
- Performed troubleshooting and maintenance of student laptops and office network equipment

IT Intern, Latin School of Chicago, Chicago, IL   July 2015 - September 2015

- Completed regular troubleshooting on faculty devices to identify issues for patching
- Imaged and deployed sixty laptops with customized operating system for financial aid students
- Inventoried faculty and staff devices

Skills

- Languages: Chinese (*Fluent*)
- Programming Languages: Powershell (*Proficient*); Python (*Proficient*); Java (*Basic*)
- Computer Programs/Environments (*Advanced Knowledge*): Windows 7, 8, and 10; Mac OS X; JAMF's Casper Suite; Microsoft Office; File Maker Pro; Service Center; Apache Directory Studio; Active Directory; LDAP