



MICHAEL ROBINSON

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Summary

Resourceful IT Professional with Three years of experience expertly delivering necessary troubleshooting and technical issue resolution for improved organizational efficiency. Positive, end-user focus on documenting and fielding troublesome hardware and software service requests. Active support for tailored IT deployment and management needs. Seasoned professional at scanning for necessary organizational and regulatory compliance, security flaws, and upgrade challenges.

Skills

- Windows Client and Server Operating Systems, Linux, BSD, macOS, and UNIX
- Active Directory, DNS, DFS, WSUS, DHCP
- Remote Administration, PowerShell, Bash
- Registry & Blue Screen Issues, Root Cause Analysis
- System Backup and Disaster Recovery
- Microsoft Office Suites, Technical Documentation
- Customer Service, Technical Support
- Networking, TCP/IP and OSI Networking models
- Routing, Switching, Network Cable Creation and Installation
- Hardware Installation, RAM, Hard Disks, Video cards, NICs, modems, input & output peripherals
- Laptop Component replacement and Smart Phone Configuration
- Firewall Rule Creation
- Windows WDS and WDT
- Microsoft Hyper-V
- QoS
- Technical Documentation
- Veritas Backup Suite
- ConnectWise Automation
- Jitter Testing
- SNMP Trap Management
- Printers
- Quality Assurance
- Zendesk
- Microsoft Teams
- OpenVPN
- Networking Tools
- Auditing
- Active Directory, Hardware Installation, Networking, RAM
- Apple, Customer Service, Network, Routing
- Agency, DHCP, Next, SNMP
- Auditing, Disaster Recovery, NICs, TCP/IP
- Automation, DNS, OS, Technical Support
- Backup, Firewall, Operating Systems, Technical Documentation
- Bash, Hard drive, OSI, Phone
- BSD, Linux, Peak, UNIX
- Cables, macOS, Peripherals, Veritas Backup
- Cable, Microsoft Office Suites, Printers, Video cards
- Cat 5, Microsoft Windows, Quality
- Catalogs, Windows, Quality Assurance
- Client and Server, Modems, Quick
- Customer support needs assessment
- Technical Troubleshooting
- Anti-virus Software
- Service-Now Ticketing System

Experience

Dxc Technology Co | Farmington, CT
IT Support Specialist
12/2019 - 12/2020

- Tier 1/2 IT Technical Support / DXC.
- Opens Next Lounge when needed.
- Solves and troubleshoots quick computer problems.
- Re-images computers when needed.
- Makes sure the customer leaves satisfied.

- Delivered local and remote Tier 1 IT support for hardware and software to company personnel.
- Set up new desktop systems and configured laptops for incoming employees, loading required software and server permissions.
- Tackled troubleshooting and problem resolution to support end-user technical issues.
- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.

Ability Beyond | Bethel, CT
Tier 1 IT Support Specialist
01/2016 - 12/2019

- Images computers using the Paragon Backup & Recovery software and Microsoft WDS & WDT.
- Fixes computers/smart phones/tablets promptly with a sense of urgency.
- Knowledge of Microsoft Windows and the latest Apple OS.
- Sets up of iPhones for employees and install the latest required programs per each employee's needs.
- Communicates technology issues and resolutions with co-workers.
- Manages and creates Cat5e / Cat6 cables to connect agency devices to various subnets.
- Operates ConnectWise software to manage and update all computers remotely.
- Catalogs agencies library of tape and hard drive backups.

Norwalk, CT
Network Operations Systems Associate /
OUTPOST.COM
01/1999 - 01/2000

- Provided rapid response technical support.
- Quality driven customer service.
- Monitored network to ensure peak performance.
- Set up new workstations, upgraded computers, and performed routine maintenance.

Education and Training

Capella University | Minneapolis, MN
Bachelor's Of Science in Network Technology, Microsoft
2015

Naugatuck Valley Community College | Waterbury, CT
Associate's Of Science in Computer Information Science
2012

Activities and Honors

- Member, Phi Theta Kappa
- Member, Alpha Beta Gamma

Certifications

- CompTIA Network +
- Google IT Support Professional