# KEITH J. ROBINSON

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**SUMMARY**

# IT professional with over ten plus years working in the government, education, and corporate sectors, providing help desk support, and managing IT operations.

# EDUCATION

## Clayton State University - B.S. in Information Technology with a focus on Network Security, December 2010

Concurrent Employment with College Studies:

***Internship/School Technology Specialist***; Fulton County School System; Hamilton E. Holmes Elementary (2006) ***Internship/School Technology Specialist****;* Fulton County School System; Creekside High School (2009)

* Provided support in classrooms, media centers, admin facilities and support offices, fulfilling requests through the district ticketing system.

# MILITARY EXPERIENCE

**Georgia Army National Guard** - Rome, GA

***88MO2/Sergeant*** - July 2012 to July 2020

***Title 32 Technician*** - October 2016 to July 2018

* Supervised and provided guidance to a several soldiers in accomplishing their duties.
* Implemented personnel actions, such as counseling, evaluation, rewards, or disciplinary actions.

# PROFESSIONAL EXPERIENCE

**Peak Technologies** – Alpharetta, GA

## Contract Position/Tier 2 Support Technician - July 2020 to Present

* Provided support remotely for various clients and mobile devices which includes (FedEx, Accushield, Hertz Sprint/T-Mobile, Walmart, CVS, Kroger, Netsmart, and others.)
* Created 100+ client tickets per week, resolving several issues without escalation.
* Used various MDM systems such as AirWatch and SOTIMOBICONTROL to update software, remotely log in and troubleshoot issues.
* Used various ticketing systems such as Salesforce, Freshdesk, SONAR, Jira Atlassian, and others.

**Fulton Academy of Science & Technology-** Roswell, GA ***Contract Position/IT Director-*** July 2021 to June 2022

* Provided support for hardware and software issues for staff, students, and others.
* Helped deploy 800+ devices which includes Windows devices, Chromebooks, iPads, IP phones, and other equipment.
* Assisted with hardware replacement by processing RMAs and replacing parts as needed.
* Managed wireless network and WAPs (wireless access points) in a Cisco environment.
* Monitored the network through Cisco’s dashboard checking for unauthorized access as well as fine-tuning the network.
* Supported SOHO printers and master copiers by configuring printers for users with basic set up and performing maintenance checks.
* Advised staff and administrative team on computer technology policies and improvements.
* Facilitated the development and implementation of innovative technologies when required.
* Developed and maintained communications and partnerships with administrative staff and external organizations.
* Reviewed security measures with ISP, administrative staff, and other vendors regarding cyber security.

**Chime Solutions** – Morrow, GA

## Help Desk Support Specialist - October 2019 to July 2020

* Provided support to call center agents with various technological issues increasing productivity by 10 percent.
* Imaged computers and deployed thin clients and thick clients as needed, and configured users into system.
* Transitioned employees during COVID-19 to work from home by setting them up with Cisco AnyConnect access.
* Provided technical support for over 250+ remote users and 300+ onsite users.

**Verizon Wireless** – Alpharetta, GA

## Technical Support Specialist - February 2015 to June 2016

* Resolved device issues for mobile devices such as hotspots, cellphones, and tablets regarding various hardware and software issues as well as billing and account questions.
* Delivered support using web-based tools such as: ticketing systems, a knowledge base, and live-chat support.

**Fulton County Schools** - College Park, GA

***School Technology Specialist*** - October 2013 to October 2014 *Network* *Administration:*

* Assisted with general maintenance to keep network running smoothly.

*Software Administration:*

* Maintained an inventory of all available software for their school.

*Hardware Administration:*

* Set up new workstations, print stations, assignments to default printers.

*Instruction/Training:*

* Provided information, assistance, and training to staff and students for incorporation into instruction.

**AT&T**- Stockbridge, GA

***Premise Technician*** - February 2012 to October 2013

* Set up connections to wireless networks and configured modems and routers.
* Performed troubleshooting on low voltage telecom wiring and in-home networks.
* Educated customers on U-Verse television, voice services and WIFI and internet related questions.
* Installed telecommunication equipment for customers by terminating connections at various connection points which included NIDs, cross boxes, INIDs, cross connect cabinets, aerial drops, and buried drops.

 **SKILLS**

## Foundational Computer Skills

*G Suite:* Google Calendar, Docs, Drive, Forms, Gmail, and Sheets.

*Microsoft Office Suite:* Microsoft Office, Excel, Word, PowerPoint, Publisher.

*Web browsers:* Chrome, Internet Explorer, Microsoft Edge, Firefox, and many others.

*Operating Systems:* MacOS, Microsoft Windows, Chrome OS, Ubuntu, Linux.

*Communication and collaboration tools*: Zoom, Microsoft teams, Skype, Cisco Webex, and many others.

## Software

*Microsoft:* Microsoft Azure and Intune, Microsoft Active Directory, Microsoft Remote Desktop, Microsoft Office 365

*Mobile Device Management Systems:* SOTIMOBICONTROL, AirWatch, Cisco Meraki, and Google Admin

## Hardware

Hardware configuration for various devices*;* master copiers, SOHO printers, wireless access points, routers, switches, IP phones, thick clients, thin clients, etc.

*Maintenance*:Equipment repair, Backup and Recovery

***Webpage Design***

WordPress, Google Sites Squarespace, and others

***Printers***

*Printer Management Systems*

 *SOHO printers; All brands*

 *Master Copiers;* Ricoh, Xerox, Kyocera, HP, Brother, and others.

## Network Structure & Security

Authentication systems (OKTA, Microsoft Authenticator, Duo Security, PingID, and many others.

Risk Assessment

Data Encryption

Risk mitigation strategy and threat analysis

Knowledge of compliance regulations and standards

Ethical hacking and penetration testing

## Programming

PowerShell

JavaScript

C++

SQL

Python

## Cloud computing

AWS

Google Cloud

Microsoft Azure