RUSTY MULLIN

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| ABOUT  Tier 2 and 3 Technician, Comptia A+, excellent customer service and diagnostic skills. Pending Comptia Network+  EXPERIENCE  Onsite Technician, Reynolds & Reynolds, 7/2022 - 12/2023 Provide onsite and remote technical services for Alfa Romeo, Maserati, & Cadillac.   * ConnectWise Management, Office365 Admin, G-Suite Admin, network maintenance, executive support, desktop maintenance and repair, knowledge base contributor.   Field Service Representative, Apogee, 12/2021 – 7/2022 Provide onsite and remote technical services at the University of West Florida.   * Monitor nodes & access points through SolarWinds. Remote into Cisco & Dell switches, and UPS devices. Diagnose fiber connections. Resolve incoming ServiceNow tickets. Replace and reprogram optics.  Instructor, CodeWizardsHQ, 5/2020 - 7/2021 Teaching middle school students programming classes like Python, Scratch and HTML/CSS. IT Supporter, Vestas, 6/2018 - 3/2020 Provided IT services for the world's largest tower section plant. Sole onsite IT support for a facility grossing $1,300,000 per day.   * Maintained ServiceNow ticket queue, answered phone and email requests for assistance. Resolved system outages. Designed data acquisition solution.  IT Manager, Computerman, Inc., 5/2013 - 2/2022 B2B and public Windows, & Linux support. Maintenance, daily operations, executive and planning support.   * Solved emergency break/fix situations. * Cleaned thousands of computers of viruses and spyware. * Trained customers in technical legal compliance regarding HIPAA. * Volunteered at the CSNA battered women's shelter.  Project Manager, Universal Studios, 3/1999 - 9/2001 Saved the President of Universal Pictures digital address book. Managed large scale software and hardware rollouts. Reviewed vendor contracts and advised executive management on purchase decisions. Programmed custom software. | CONTACT  Pensacola Florida/Fort Garland Colorado  rusty.mullin@gmail.com  256.479.5711  **twitter:**  rolltiderusty  **github:**  rolltiderusty  SKILLS  **Help Desk:**  documentation, troubleshooting, queue-management, escalation, problem-solving, process-improvement  **Technical:**  programming, instruction, technical writing, automation, integration, VOIP, security, backup, recovery, hardware, software, remote support, onsite support, executive support, Windows, Linux, Server, Virus, Spyware, Testing, Diagnostics, SQL, Firewall  **Tools:**  Active Directory, Powershell, command-line, imaging, remote-control, escalation-paths  EDUCATION  **Calhoun Community College, 12/2015**  General Studies w/Computer Information Systems  **Heald Institute of Technology, 1/1995**  Electronics Technology |