# ABOUT

RUSTY MULLIN

# CONTACT

Tier 2 and 3 Technician, Comptia A+, excellent customer service and diagnostic skills. Pending Comptia Network+

# EXPERIENCE

## IT Manager, Computerman, Inc. & Computermanfirst, LLC, 5/2003 – Current\*

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.

## Notary Public Rusty Mullin, 8/2024 - Current

State of Colorado licensed, insured, full service notary

## Substitute Teacher, Sierra Grande School District, 8/2024 - Current

Substitute K-12, State of Colorado certified

## 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 networks through SolarWinds. Remote and local management of Cisco & Dell switches, UPS devices, fiber optics, and ServiceNow queue.

## Instructor, CodeWizardsHQ, 5/2020 - 7/2021

Teaching programming 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 with 897 employees.

* Maintained ServiceNow ticket queue, answered phone and email requests for assistance. Resolved system outages. Designed data acquisition solution.

## IT Manager, Mullin & Sons, Inc. 11/2001 – 6/2003

Led startup IT company, successfully transitioned to new management

## Project Manager, Universal Studios, 3/1999 - 9/2001

Managed large scale software and hardware rollouts.

Fort Garland, Colorado [rusty.mullin@gmail.com](mailto: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

Non-Degree attendance at: University of Alabama

Shelton State Community College University of Phoenix

Electronics University University of the People Admitted Adams State

\*Computerman was incorporated in 5/9/2013 run as freelance prior