

# RUSTY MULLIN

## ABOUT

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.

## CONTACT

Fort Garland, Colorado  
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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