

# ANDREW ROBERSON

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## SYSTEM SUPPORT TECHNICIAN

### Customer Service - Change Management - Problem Diagnosis and Troubleshooting

Customer-driven and flexible IT Operations Professional focused on delivering a white-glove customer experience. Possess expertise in implementing end-point technology, knowledge of end-user applications, and procedures to improve end-user experience.

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## TECHNICAL SKILLS & PROFICIENCIES

**Ticketing:** Jira Service Desk,

**Software:** Active Directory, Office 365, Outlook, Adobe CloudSuite, OpenVPN, Slack, Zoom,

**Browsers:** Google Chrome, Microsoft Edge, Mozilla Firefox

**Networking:** LAN, Wi-Fi Network Systems, DHCP, VPN, DNS

**Platforms:** Windows 10 Enterprise, macOS, Android, iOS, Chrome OS

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## SYSTEM MANAGEMENT EXPERIENCE

**Technology Administration Education** | *Sept 2019 – Present* | Hands-On Virtual Lab / Denver, CO

- Installed and set up VMware Workstation, Windows 10, Server 2016, and System Management Tools.
- Added Windows 10 client machines to Windows Server 2016 domain.
- Created and modified Active Directory template user accounts to hold various properties.
- Configured Window Server 2016 domain settings, server name, TCP/IP settings, and remote desktop.
- Created and linked Group Policy Objects (GPO) in Active Directory for roaming profiles, printing, windows update, and security settings.
- Designed and built high-performance systems incorporating custom components for video editing and gaming

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## WORK EXPERIENCE

**Customer Sales Advocate** | *Sept 2021 – Present* | MicroCenter / Denver, CO

- Drove a Customer First experience across the “Build Yourself” department by continually achieving a 4.5 NPS score
- Designed and configured high-performance systems for customer use cases, from business applications to an extreme gaming experience
- Maintained a consistent Service Plan attach rate of 3%, ensuring satisfaction measured by a series of repeat customers
- Awarded recognition by Management for receiving two customer written notes describing a fantastic buying experience

**Associate Instructional Designer** | *Jun 2020 – August 2020* | Puppet / Portland, OR

- Scripted an hour-long marketing presentation into a five-minute high-impact video vignette for the Go To Market Teams
- Utilized Adobe Premiere, Illustrator, and After Effects to deliver an instructional marketing video focused on educating Go To Market Sales Team
- Built a Video Creation Workflow to optimize and organize the production of digital media assets

**Lawn Care Technician** | *May 2017 – August 2018* | Green Clips / Littleton, CO

- Led a crew of technicians performing lawn care at 135+ residential and customer sites across the Denver Area.
- Operated various machinery to deliver lawn care effectively within operating guidelines resulting in 0 safety issues
- Responsible for the vehicles used to maintain client properties during the owner's absence and vacation

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## EDUCATION

**2020 BA in Communication with a Digital Content Focus** / Colorado State University, Fort Collins, CO

GPA 3.25