**Bob Loblaw**

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**SUMMARY**

Knowledgeable of **IT Field Technician** duties and responsibilities. Adept at troubleshooting issues, solving network problems, and identifying software bugs and/or glitches. Furthermore, possess excellent written and verbal communication skills.

**TECHNICAL SKILLS**

**Security:** McAfee SIEM/EPO/NSM, SecureWorks, NetScreen/Palo Alto Networks firewall

**Operating Systems:** Windows XP, Vista, 7, 8, 10: Windows Server 2003, 2008, 2012; Linux

**Languages:** SQL, Java, JavaScript, C#, C++, Python, PhP, Ruby on Rails

**Web Design:** WordPress, Adobe Dreamweaver, Joomla

Adobe Creative: Photoshop, InDesign, Illustrator

Microsoft Office: Word, PowerPoint, Excel, Outlook, Access

**EDUCATION**

Amarillo College, Amarillo TX

Associates of Science, Expected May 2017

Emphasis: Information Technology

**CLASS PROJECTS**

Amarillo College

* Refined and improved existing documenting system
* Consolidated multiple ticketing system, improved communication and ticket turnover
* Investigated various security incidents, mostly the result of malware infections
* Monitored and managed email spam filters, firewalls, anti-virus systems, and vulnerability scanners

**WORK EXPERIENCE**

Waiter, December 2014 – Present

Outback Steakhouse - Amarillo, TX

* Delivered outstanding food and beverage service to customers
* Greeted all guests and used the guests’ names as often as possible
* Took orders and offered advice on their menu selection when asked
* Kept my place of work and surrounding area clean and organized