

Ryan Robinson

TECHNICAL SUPPORT SPECIALIST

CONTACT

Ryan@RyanLRobinson.com
(313) 401-3531
Detroit, MI
https://www.linkedin.com/in/ryanrobinsonprofessional/

CORE SKILLS

Technical Support
Tier 1–2 Support, Escalation Management, Incident Management, ITIL, Remote Troubleshooting, ServiceNow, Salesforce, SLA Management, Knowledge Base Documentation, Process Documentation

Endpoints and Systems
Windows, macOS, Linux, Dell Hardware, PC and Mac Installation and Repair, Desktop Support, SCCM (Remote Viewer, Inventory, Deployment), Software Deployment, Software Licensing, PowerShell, Intune / Entra ID

Identity and Security
Active Directory, User Provisioning and Deprovisioning, Group Management, Two-Factor Authentication, Smart Card Access Systems

Networking
VPN (GlobalProtect, AnyConnect, Pulse Secure), DNS, DHCP, Network Bandwidth Analysis, SolarWinds Monitoring, Cisco IP Phones, Network Troubleshooting

Productivity and Mobile
Microsoft 365, Office 365, Outlook, Exchange, Word, Excel, PowerPoint, Adobe Products, iPhone, Android, Mobile Device Management (AirWatch, Knox)

SUMMARY

Technical Support Specialist with 15+ years of IT support across healthcare, banking, and corporate environments, from Tier 1 help desk to Tier 2 escalations and lead technician roles. Hands-on with Windows and Mac troubleshooting, Microsoft 365 and Office 365 deployment, Active Directory administration, VPN access (GlobalProtect, AnyConnect, Pulse Secure), and DNS and DHCP issues. Sole on-site IT resource for a 200-staff healthcare location, documenting each resolution so issues are fixed faster the next time.

PROFESSIONAL EXPERIENCE

Support Technician
Feb 2023 – Present

Alorica / Working Solutions · Remote

- Resolve Windows application conflicts and defects for 50 users per day, escalating unresolved defects with full reproduction steps.
- Collaborate with all support tiers to resolve technical issues, keeping first-contact resolution at 70%.
- Diagnose and repair Dell hardware and software issues remotely, recording each fix in ServiceNow and Salesforce.
- Partner with business units on new and upgraded technology rollouts, including Office 365 adoption.
- Restore VPN access for remote employees by resolving GlobalProtect and AnyConnect connection and authentication issues.
- Track incident and knowledge records in ServiceNow and Salesforce from intake to resolution.
- Provide product and licensing support for Adobe and Microsoft products.
- Standardize troubleshooting steps by documenting client and customer system processes for the team.

Systems Technician II
Feb 2022 – Jan 2023

Alternate Solutions Health Network · Troy, MI

- Served as the sole on-site IT resource for the Troy location, supporting 200 staff members and over 400 workstations and mobile devices.
- Resolved Tier 2 escalations from Tier 1 and Tier 3 teams, documenting each resolution to speed up future troubleshooting.
- Handled the inbound call and email queue, resolving issues by phone and email with an average resolution time of 5–15 minutes.
- Enrolled iPhone and Samsung devices with Knox, AirWatch, and other management tools on T-Mobile and Verizon networks, and worked with Telecom to standardize device policy.
- Tested Windows application and hardware configurations with the application development team before deployment.
- Diagnosed DNS, DHCP, and Pulse Secure VPN client issues, escalating advanced problems to Network Services with full diagnostic detail.
- Processed Active Directory account requests for new hires, terminations, name changes, account disables, and application entitlements.
- Connected remotely to user machines through SCCM Viewer to resolve issues in real time.
- Deployed and supported Microsoft 365 and Office 365, including Outlook with an Exchange backbone.
- Repaired Dell systems at the hardware level and supported two-factor authentication for VPN and application security.
- Maintained the "Access It" smart card system for building access and ordered, managed, and installed replacement smart cards and SIM cards.
- Set up and maintained desk, softphone, and cell phones through Verizon and T-Mobile portals and Mitel systems.

EDUCATION

Associate Degree in Cyber Security, Oakland Community College, May 2023

Certificate in Cisco Internetworking, Oakland Community College, Dec 2018

CERTIFICATIONS

- CompTIA A+ 2013 (expired 2016)
- HDI Support Center Analyst, Help Desk Institute, Nov 2015

ORGANIZATIONS

Business Professionals of America

PROFESSIONAL EXPERIENCE (CONTINUED)

IT Service Desk Analyst

May 2015 – Feb 2022

Huntington Bank · Remote

- Delivered Tier 1 and Tier 2 support for Windows and Mac users by phone, email, and walk-up, with average response times of 2–10 minutes across up to 70 tickets per day.
- Assisted enterprise users with Microsoft Office 365 products (Word, Excel, PowerPoint).
- Coordinated with Network Services, Application Development, Telecom, and Infrastructure teams to resolve complex, multi-team incidents.
- Analyzed network bandwidth and resolved DNS and DHCP issues in partnership with Network Services.
- Administered Active Directory access, rights management, and software distribution, including new-hire, termination, and application permission requests.
- Resolved issues on bank branch systems remotely through SCCM Remote Viewer.
- Configured and supported GlobalProtect and AnyConnect VPN for secure remote access to bank systems.
- Staged and deployed endpoints remotely and tracked inventory through SCCM.
- Configured Cisco IP phones and AirWatch MDM enrollment for Android, iPhone, and iPad devices.

Lead Refresh Technician

Aug 2014 – Mar 2015

Woodbridge Corporation · Southfield, MI

- Led first-tier support for remote technicians via Cisco conferencing, remote desktops, and collaboration tools during a refresh of 8,000 workstations across more than 10 locations globally.
- Configured and maintained desktop and network resources, including switches and NAS, and built application shares for technician use.
- Administered Active Directory User and Computer (ADUC) groups for technicians and systems.
- Enabled remote project access by configuring and troubleshooting GlobalProtect VPN for technicians and project members.
- Identified DNS, DHCP, and network traffic issues throughout the refresh.
- Produced a nightly report of refresh issues for technicians and staff.

Senior Systems Technician

Jul 2010 – May 2014

Rovi Corporation · Ann Arbor, MI

- Covered Level 1 and Level 2 support by phone, walk-up, Outlook Exchange, instant message, and ticket submission, with a focus on remote resolution.
- Resolved DNS, DHCP, and VPN client issues, including two-factor authentication.
- Maintained Active Directory users and groups for staff and software access.
- Monitored network bandwidth with SolarWinds.
- Installed, repaired, and maintained PC, Mac, and Linux systems.