

# Michael P. Robbins

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## PROFESSIONAL QUALIFICATIONS

- Project Management
- Customer Service
- Business Process Design
- Team Coordination
- Employee Training and Development
- PC & Apple/MAC Hardware
- Active Directory Administration
- Exchange Administration
- VOIP Administration
- A+, Net+, CCNA Training
- Network Administration
- Software Administration

## EDUCATION

**W. P. Carey School of Business**, Arizona State University, Tempe, Arizona May, 2009  
Master of Science in Information Management (MSIM)

**Fordham University**, New York, New York May, 2001  
Bachelor of Arts in Mass Communications and Media Studies

## PROFESSIONAL EXPERIENCE

- Lead Systems Support Technician**      **Arizona State University, Tempe, AZ**      **Since July, 2007**
- Supervise five computer technicians at high-volume help desk that provides first and second level hands-on desktop hardware/software/network support for 500 faculty, administration, and students
  - Redesign business processes within School of Life Sciences' IT Department saving hundreds of man-hours
  - Manage projects for largest university in nation: inventory, software/hardware rollouts, Dell PC repository of images, laboratory rebuilds
  - Consult clients on purchasing new hardware/software in accord with users' budget and needs
  - Provide training to 300 clients in software applications (Microsoft, Adobe, Corel)
- Lead IT Specialist**      **Russ Lyon Realty Company, Scottsdale, AZ**      **2002 - 2007**
- Administrated users in Cisco VOIP Call Manager 4.1 and Unity Voicemail 4.0, Microsoft Exchange 2003, Active Directory 2003, Captaris RightFax 9.1, and Barracuda Spam Firewall 300
  - Provided full hardware/software support to 1,000 real estate agents on PC, MAC, Cisco VOIP phones, fax
  - Managed projects for outsourced IT components: Intranet, public website, Real Estate Agent Tools (MLS/IDX)
- E-Commerce Web Assistant**      **Barnes & Noble, New York, NY**      **2001 - 2002**
- Collaborated with 450 bookstore managers regarding their merchandise websites
  - Performed inventory and interface updates to bookstore managers' websites using HTML & JavaScript
  - Cataloged inventory and tracked sales for each store via Excel
- Web Producer**      **GORP.com, New York, NY**      **2000 - 2001**
- Produced daily e-mail marketing newsletters with tracking links analyzed in Microsoft Access
  - Coordinated with international travel and tourism boards to obtain media kits for use on public website
- Hardware & Network Technician**      **Fordham University, New York, NY**      **1998 - 2000**
- Provided software support via phone for Windows, Mac, Groupwise, and Lotus Notes users
  - Performed hardware maintenance on Compaq PCs and Power Macs
  - Provided Internet connectivity support (hardware and software) for 1200 resident in campus dormitory including creating private LANs for graduate printing and file sharing services

## PROFESSIONAL DEVELOPMENT

<b>Global Knowledge</b> , Phoenix, AZ	CCNA Boot Camp Training	2007
<b>Global Knowledge</b> , Los Angeles, CA	Cisco VOIP Call Manager & Unity Training	2006
<b>Rio Salado Community College</b> , Tempe, AZ	A+ Training	2005
<b>Scottsdale Community College</b> , Scottsdale, AZ	Net+, MS-DOS Training	2004