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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Robert Arnold | |  |  | | --- | --- | | 7801 Point Meadows Dr. Unit 6105 Jacksonville, FL. 32256 |  | | (904) 505-9859 |  | | rarnold1977@gmail.com |  | |  |  | |  |  | |

# Skills

|  |  |
| --- | --- |
| * Strong attention to detail and accuracy * Familiarity with software-based task management tools (Asana, JIRA, To-Do) * Strong communication skills, including ability to interact in a team environment. | * Proficiency in Microsoft Windows and Microsoft Office, particularly Microsoft Excel * Highly organized with the ability to prioritize tasks efficiently * Passionate self-starter driven to produce results |

# Experience

### 11/21 – Current

## Logistics Lead – IT Field Technician / Baptist MC - Brooksource

### Responcible for intake and distribution of PC hardware

### installation of pc hardware

### software troubleshooting

### 08/18 – 03/20

## Help Desk Support / Steinmart INC.

* Maintained Network Infrastructure of over 400 retail stores nation-wide.
* Resolved Networking & Hardware issues via Remote Access.
* Resolved issues via Manage Engine ticketing systems.

### 04/15 – 09/18

## Sr. Customer Service Advocate / OptumRX

* Answer questions regarding Medicare Part D insurance plans and benefits.
* Troubleshoot Website & Mobile App problems.
* Work Accounting Adjustment Tasks that were disputed.

### 02/07 – 04/15

## Web Host Advisor / Web.com

* Troubleshoot various issues including, but not limited to, FTP, MySQL Databases, Open Source Applications & Third Party Applications (Wordpress, Joomla, etc.)
* Advised Web.com Technical Support Agents on resolutions to possible escalations via chat when Team Lead or Supervisor are not available.
* Corrected issues with domains, email & DNS records.

# References

Savannah S. - Brooksource - (229) 251-4165

Abigail C. - Brooksource - (904) 727-0712

Frank D. - Brooksource - (401) 280-6934

# Activities

I am on the board of directors for a local 501C non-profit corporation known as Haul for the Homeless. We gather donations of food and clothing for the city’s homeless population and hand them out to over 1,000 people a year.