CIYAH ROBERTS

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PROFESSIONAL SUMMARY

Dedicated IT Support Technician with experience in resolving technical issues for over 200 users on Windows 7/10 and Mac OS platforms. Proven ability to provide general software support, resolve helpdesk tickets, and apply knowledge of technology, company policies, and standard practices to resolve problems. Skilled in creating users and groups using Active Directory, testing and deploying Group Policy Objects, and setting up workstations for new employees. Proficient in installation, update, and monitoring of applications on workstations, inventory tracking of company resources, and supporting mobile devices including Android and IOS.

SKILLS

- Active Directory
- Group Policy Objects
- Desktop Support
- Troubleshooting
- Software Support
- Hardware Upgrades
- Inventory Tracking

- Mobile Device Support
- Application Installation and Update, Helpdesk Support
- Documentation
- Printer Support
- Video and Web Conferencing
- Windows 10/11

WORK HISTORY

IT Specialist, 05/2020 - 03/2023
Army National Guard – New York, NY

- Create and manage user accounts and groups using Active Directory.
- Respond to phone and email support inquiries, resolve helpdesk tickets and provide software support for over 200 users.
- Test and deploy Group Policy Objects, set up workstations for new employees, and install and monitor applications on workstations.
- Install and support printers locally and networked in main and remote offices, assist in video and web conferencing set-ups.
- Update documentations and inventory tracking of company resources (Hardware and Software Licenses).
- Troubleshoot common desktop and user issues such as email issues, logins and passwords, disk space, browser problems and questions, internet access, virus and malware removal, and Microsoft Office products.

- Undertake special projects as directed.
- Configured hardware, devices, and software to set up workstations for employees.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Removed malware, ransomware, and other threats from laptops and desktop systems.

ATM Technician, 02/2022 - 01/2023
Diebold Nixdorf – New York, NY

- Diagnosed and troubleshot technical problems with ATMs, repairing and restoring machines to peak performance.
- Explained diagnostic findings to customers and outlined repair or service options in a clear and understandable manner.
- Adhered to strict safety protocols and policies to reduce workplace hazards and ensure compliance with industry standards.
- Applied knowledge of standard equipment and manufacturer repair guidelines to resolve technical issues and prevent future malfunctions.
- Documented all changes and actions taken in a computer-based tracking system to ensure accurate and up-to-date records.
- Collaborated with team members to coordinate schedules and ensure timely response to service requests.
- Maintained a high level of customer satisfaction by providing prompt, efficient and friendly service.
- Demonstrated exceptional attention to detail and strong problem-solving skills to resolve complex technical issues.

Business Owner, 12/2020 - Current
Ciyah Got Em LLC – New York, NY

- Successfully launched and managed a profitable sneaker reselling business, achieving consistent revenue growth year over year.
- Developed effective marketing strategies to attract and retain customers, including social media campaigns, email marketing, and influencer partnerships.
- Conducted extensive market research and analysis to identify high-demand products and pricing strategies that maximized profit margins.
- Established relationships with suppliers and wholesalers to source high-quality, authentic products at competitive prices.
- Built a strong team of employees, effectively managing their schedules, training, and performance to ensure exceptional customer service and operational efficiency.
- Implemented efficient inventory management systems, reducing excess stock and minimizing product waste.
- Provided a seamless online shopping experience for customers, including streamlined payment and shipping processes and easy returns and exchanges.

- Maintained up-to-date knowledge of industry trends and regulations, ensuring compliance with relevant laws and ethical standards.
- Demonstrated strong leadership and decision-making skills, overseeing all aspects of the business, from budgeting and financial planning to product selection and customer service.
- Developed a reputation for integrity and professionalism, earning positive reviews and repeat business from satisfied customers.

EDUCATION

Machine Learning With Python: 03/2023
IBM

Introduction To DevOps: 03/2023
IBM

Exploring Data Analysis For Machine Learning: 03/2023
IBM

Introduction To Data Analytics: 03/2023
IBM Certificate

What Is Data Science : 03/2023
IBM Certificate

Introduction To Cybersecurity Essentials : 03/2023
IBM Certificate

Introduction To Networking And Storage : 03/2023
IBM Certificate

Introduction To Software Programming And Database: 03/2023
IBM Certificate

Introduction To Hardware And Operating Systems: 02/2023
IBM Certificate

Introduction To Data Engineering : 02/2023
IBM Certificate

The Bits And Bytes of Computer Networking : 11/2022
Google Certificate

Tech Support Fundamentals : 11/2022
Google Certificate

High School Diploma: 06/2019
Highschool For Law Enforcement & Public Safety - Queens, NY