

Dakota Robin

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Professional Summary

IT and technology professional with 5+ years of experience providing technical support, system troubleshooting, workflow assistance, and documentation management. Skilled in supporting end users, maintaining data accuracy, and resolving hardware and software issues in structured operational environments. Experienced with IT systems, enterprise tools, and application support, delivering reliable service through clear communication and structured problem-solving.

Core Skills

IT & Application Support: End-user support, issue triage, escalation, troubleshooting, system configuration

Technical Tools: Windows OS, Microsoft Office Suite (Word, Excel, PowerPoint), Microsoft Intune

Customer Support: Internal and external client support, help desk assistance, clear verbal and written communication

Data & Documentation: Data entry, record management, workflow analysis, procedure documentation

Operations & Process Improvement: Testing support, change tracking, process optimization

Professional Attributes: Detail-oriented, organized, adaptable, quick learner

Professional Experience

HOA Solutions Inc. – Cyber Protect Technician

Lincoln, NE | May 2025 – Present

- Provide technical support for client systems, responding to tickets, inquiries, and issues efficiently.
- Ensure deployed systems comply with company, state, and organizational security requirements.
- Research system updates, software patches, and vendor releases to prevent disruptions.

- Document system configurations, troubleshooting procedures, and updates for internal reference.
 - Manage Microsoft Intune policies and endpoint configurations to maintain security and consistency.
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ITC Federal – Contractor

Lincoln, NE | March 2024 – January 2025

- Support internal operations by receiving, logging, and distributing files accurately.
 - Maintain strict attention to detail when handling sensitive documents and regulated data.
 - Perform accurate data entry and system updates to ensure records remain current.
 - Follow defined procedures and compliance requirements in a regulated environment.
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Xotic PC – PC Builder / Technical Support

Lincoln, NE | November 2023 – February 2024

- Assembled, tested, and configured computer systems to meet customer specifications.
 - Diagnosed and resolved hardware and software issues prior to delivery.
 - Verified system functionality, applied updates, and documented results for quality assurance.
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Computer NERDZ! – Repair Technician / Manager

San Antonio, TX | September 2020 – October 2023

- Delivered technical support to customers via phone, email, and in-person interactions.
- Analyzed client workflows and technology requirements, recommending appropriate solutions.
- Maintained customer databases, operational documentation, and reports on sales, expenses, and inventory.
- Scheduled service calls, coordinated technician assignments, and supported daily operations.

- Supervised team members and ensured quality service delivery.
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Education

High School Diploma

San Antonio International School of the Americas | 2012 - 2016