

# ALLEN ROBINSON

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An IT Project Management Specialist with two years of experience, specializing in technical support, information technology, process improvement, and project leadership. A strong background in collaborating with cross-functional groups and stakeholders to execute technical projects and IT initiatives.

## EDUCATION

### BACHELOR OF SCIENCE (B.S.) INFORMATION TECHNOLOGY

University of Pittsburgh, Pittsburgh PA  
September 2015 - May 2019

## KEY SKILLS

- Technical Support
- Information Technology
- Technical Project Management
- Cross-functional Collaboration
- System Administration
- Network Engineering
- Requirements Gathering

## CERTIFICATIONS

- Certified Associate in Project Management (CAPM), 2021

## PROFESSIONAL EXPERIENCE

### IT NETWORK ADMINISTRATOR

Enhanced Technology Inc.,  
Pittsburgh, PA  
June 2019 - Present

- Support a large-scale technical project to enhance network performance and collaborated with cross-functional teams to execute a system migration to reduce operational costs by 20%.
- Provide technical support, resolve user-facing issues, perform advanced troubleshooting, and conduct network maintenance.
- Identify solutions to connectivity problems, resolve local area network (LAN) and wide area network (WAN) issues, and drive continuous improvement efforts.
- Attend daily meetings with the IT and network engineering teams to identify areas of need, evaluate process improvement opportunities, and coordinate projects.