

# TODD DOBSON

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<https://www.linkedin.com/in/todd-e-dobson>

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Accomplished IT Support professional with a proven record of success delivering high quality onsite service and support to customers. Skilled at troubleshooting and resolving performance issues with multi-function devices. Excellent communication skills with the ability to interact well with non-technical individuals and explain complex concepts in a manner that is easy to understand.

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## TECHNICAL KNOWLEDGE

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- Windows 7/10
- Customer Service & Support
- Computer Networking
- System Administration
- IT Support
- IT Infrastructure Services
- Troubleshooting
- Security

**Certifications:** Google IT Support, CompTIA A+

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## EDUCATION & TRAINING

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### **Google IT Support Specialization Program**, Coursera

An innovative curriculum designed to prepare individuals for a role in IT support. Coursework included: Technical Support Fundamentals; Operating Systems and You: Becoming a Power User; The Bits and Bytes of Computer Networking; System Administration and IT Infrastructure Services; IT Security

### **Systems Engineer Program**, Computer Career Center

Hands on coursework included: Introduction to Operating Systems; Graphical User Interface; Introduction to Microcomputers; Advanced Microcomputers; Windows 2000 Professional; Windows 2000 Server; Active Directory; Active Directory Design; Network Infrastructure; Migration; Exchange Server 5.5; Security+

### **Bachelor of Fine Arts, Computer Graphics**, Pratt Institute

Graduated with Honors; Won Pratt Circle Award for Academic Achievement

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## PROFESSIONAL EXPERIENCE

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### **TOSHIBA BUSINESS SOLUTIONS**, Norcross, GA

October 2010 – Present

#### **Field Service Technician**

Deliver onsite customer service on multi-function devices and printers. Perform copier machine modifications and software upgrades. Work closely with customers in explaining IT needs and service requirements.

### **RICOH BUSINESS SOLUTIONS**, Duluth, GA

March 2005 – October 2010

#### **Tech Services Specialist II**

Performed preventive maintenance and diagnostic repairs on digital copiers, fax machines and printers in a connected environment. Traveled to customer sites to provide on-site service, repairs and delivered parts in a timely manner, while providing top-notch service.

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## REFERENCES

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**Kathleen McQuaid-Holdridge**, Kathode Ray Media, (518) 966-5600, [kathleen@kathoderay.com](mailto:kathleen@kathoderay.com)

**Jimmy Valdes**, CBS Sports, (212) 975-4377, [jvaldes@cbs.com](mailto:jvaldes@cbs.com)

**Jim Leykis**, Correction Officer in Suffolk County, (631) 681-9152, [jleykis@yahoo.com](mailto:jleykis@yahoo.com)