



**Dan Grubb**  
IT Man

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## PROFILE

Dynamic and detail-oriented IT professional with a proven track record in both independent and collaborative environments. Skilled in prioritizing tasks and adept at diagnosing and resolving complex technical issues to ensure optimal performance and customer satisfaction.

## EDUCATION

### Advanced Diploma

Patriot High School

2015 - 2019

### Some College

2020

### Self-Study Certifications

2020 - Present

## SKILLS

- Windows
- Security
- Mac
- Hardware
- Linux
- Software
- Networking

## EXPERIENCE

### Technical Account Manager

2023 to Present | ITG

- Ensure customer success with technical consulting and implementation of adaptive software and hardware.
- Manage client relationships and troubleshoot technical issues.
- Deliver tailored solutions for business needs.
- Find creative solutions for government and private clients.

### Field Technician

2023 | Dell

- Managed a workload of repairs in a ticketing system.
- Scheduled, routed, and completed all tickets in a timely manner.
- Found solutions to complex hardware/firmware issues and ensured systems were up and running efficiently.
- Maintained positive professional relations with Dell's corporate, government, and consumer clients.

### Lead Repair Technician

2021 to 2022 | T-Mobile

- Diagnosed and repaired cellphones, tablets, laptops, and other mobile devices.
- Efficiently diagnosed issues with customers' devices and performed all necessary repairs.
- Handled inventory and parts returns while ensuring systems were up to date.

## CERTIFICATES

### CompTIA A+, Network+ and Security+

<https://www.credly.com/users/dangrubb>

### Microsoft Office Specialist

<https://www.credly.com/users/dangrubb>

### Dell, Apple, Samsung Certified Repair Technician

## REFERENCES

IT Manager, ITG

### Samuel Albert

Details available upon request

Server Technician, AMD

### Brian Oberoi

Details available upon request

## LANGUAGES

- English
- Python
- HTML