



Dan Grubb

IT Man

📍 Falls Church, VA

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🌐 dangrubb.net

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 Engineer, ITG

Samuel Alpert

Details available upon request

Server Technician, AMD

Brian Oberoi

Details available upon request

LANGUAGES

- English
- Python
- HTML