



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

IT Consultant and Support Technician

2025 to Present | Blue Tech Innovation

- Provide administration and internal support for company systems, including PCs, Macs, phones, printers, servers, and other related equipment.
- Offer end-user support for both office-based and remote employees.
- Ensure the health, stability, and best practices configuration of client infrastructures.
- Troubleshoot and resolve issues with the following technologies:
 - Windows Server, VPN Clients, Group Policy, Folder Permissions
 - Firewalls, Printer Servers, Office 365
 - Mac systems, workstation and network connectivity issues
 - Exchange Server, Microsoft Office Applications, and the latest Microsoft Office suite versions

Technical Account Manager

2023 to 2025 | 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.
- Maintained 99% SLA compliance.
- Streamlined and documented standard operating procedures.
- Automated daily and repetitive tasks.
- Created instructional media for field technicians.

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.
- Exceeded ticket completion standards handling all tickets in the Falls Church - Arlington area.

CERTIFICATIONS

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