



# ROBERT SCARCELLA JR.

INFORMATION TECHNOLOGY SPECIALIST

2071 S Green Rd.  
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(989) 745-2636

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www.robertscarcellajr.com

Open to relocation

## STATEMENT

Experienced technology specialist with over fifteen years of demonstrated work history in a professional environment, encompassing many aspects of Information Technology. I am adept in computer hardware, software, networking, web, and application development. I have honed my ability to solve complex issues in a timely manner using my problem-solving skills in a fast-paced environment.

## WORK EXPERIENCE

### IT Specialist and Full Stack Developer

Allpro Technology / Lake City, MI / September 2019 - Present

- Provide On-Site IT Administration in business and local government environments surrounding Missaukee and Wexford Counties in Northern Michigan.
- Continuously monitor assets and respond to active alerts and threats in RMM (Atera) and EDR (SentinelOne).
- Maintain up-to-date technical knowledge and implement the latest security practices such as MFA (Duo) and EDR.
- Analyze and execute installation procedures for hardware, network, security, and backup solutions catered to each organization.
- Develop and maintain websites and custom web applications.
- Maintain internal and client IT documentation.

### General Foreman and IT Specialist

Michigan Lumber & Wood Fiber, Inc / Comins, MI / September 2017 - June 2019

*A fire in the facility resulted in complete loss of production capabilities and the company shutdown*

- Promoted to General Foreman in March 2019 based on exceptional performance.
- Supervised 15 to 30 production employees, including:
  - Performance evaluations.
  - Company policy enforcement.
  - Tracked and reported daily production data.
  - Work assignments and scheduling.
- Assessed and optimized performance of IT systems.
- Drove IT strategy development and innovation based on continuous research.
- Conducted troubleshooting of hardware and software.
- Programmed and carried out routine maintenance of technology-related aspects of industrial equipment, such as USNR's MillExpert, Lucidyne's Grade Mark Reader, and Baxley Automation.
- Developed the company website and a complex web-based asset-management, inventory, purchasing, and maintenance system.

## EDUCATION

### Kirtland Community College

Computer Science

Roscommon, MI

2007

### Mio AuSable High School

Diploma (Graduated)

Mio, MI

2004 - 2007

## KNOWLEDGE

### // OPERATING SYSTEMS

- Windows XP to Windows 11
- Windows Server 2003 to 2022
- Linux - Ubuntu Server

### // SERVER RELATED

- Active Directory
- WHM / cPanel
- IIS
- MySQL
- phpMyAdmin

### // MSP Solutions

- EDR - SentinelOne
- MFA - Duo
- RMM - Atera, Connectwise, N-able
- Documentation - Hudu

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## WORK EXPERIENCE (CONTINUED)

### Proprietor / IT Specialist / Full Stack Developer

Northern Host, LLC / Rob's Computer Shop / Mio, MI / 2009 - 2017

- Networking, hardware, and software related:
  - Diagnosed and resolved desktop, server, software, and network issues, remotely and onsite for several hundred clients.
  - Conducted troubleshooting in Windows Server environments, Active Directory, Exchange.
  - Carried out patch management.
  - Configured and managed backup software.
  - Managed infrastructure projects from start to finish.
- Web and applications related:
  - Designed, developed, and maintained custom websites.
  - Utilized several platforms, including WordPress, CodeIgniter, IPB (Invision Power), and Joomla.
  - Assisted other developers with troubleshooting
- Developed and cultivated communication and relationships with businesses and key clients.

### Technical Support Representative

M-33 Access / Rose City, MI / 2007

- Received incoming customer calls for technical support.
- Provided troubleshooting of various levels of Ethernet and IP related issues related to the following ISP services – Dialup, ISDN, T1, DSL, and Wireless.
- Configured WAN and LAN routers and related networking equipment.
- Evaluated network performance data to ensure sufficient availability, speed, and to identify network problems.
- Monitored and maintained a wireless network with 100+ access points and 400+ nodes.

## // PROGRAMMING

- PHP
- Ajax / Javascript
- HTML / CSS
- WordPress

## // NETWORKING

- IP Addressing / Subnetting
- Access Rules & Port Forwarding
- DNS - Pi-Hole / Unbound
- VLAN
- VPN
- Paessler PRTG
- Mesh Networks
- Ubiquiti Unifi & UNMS

## // SOFTWARE

- Microsoft 365
  - Exchange, Word, Excel, Outlook
- Adobe Suite
  - Dreamweaver, Photoshop
- G-Suite (Google)
  - Admin, Drive, Docs, Sheets
- FTP / SFTP / Telnet
  - Filezilla
  - PuTTY
- Remote Access
  - ConnectWise
  - Teamviewer
- Virtualization
  - Hyper-V

## REFERENCES

ALLAN TINKER  
(989) 390-8063

JASON CLEEVES  
(989) 390-4864

SHAWN RICHARDS  
(989) 909-0060