

JUSTIN ROBINSON

TECHNOLOGY ANALYSIS / IT SUPPORT

CONTACT

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BIO

Detail-oriented IT professional with a strong foundation in software development, cloud technologies, and technical support. Experienced in bridging business needs with technical solutions through roles in technology analysis and IT support. Skilled in C#, HTML5, CSS, JavaScript, and database management, with certifications in Azure Fundamentals, AWS Cloud Practitioner, and Agile methodologies. Adept at collaborating in Agile environments, troubleshooting complex issues, and driving process improvements to deliver efficient, scalable solutions.

EDUCATION

MIAMI UNIVERSITY
*Bachelors of Science – Information
Technology*

SKILLS

- Technical Support
- Project Management
- HTML5, CSS, C++, JavaScript
- Office 365
- Technical Communication

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals
Credential ID: 103073B7251E07D2
- AWS Certified: Cloud Practitioner Credential
ID: ff03358d-b370-4374-8d00-658d5fd8b323
- Agile Certified Professional
Credential ID:
69372663c0431aa881a1dc40

WORK EXPERIENCE

U.S. BANK,
BUSINESS TECHNOLOGY ANALYST
Aug 2025 – Present

acts as a bridge between business needs and technical solutions, analyzing processes and implementing technology to enhance efficiency and productivity. Work with technical teams to design and implement systems that meet organizational goals, optimizing processes and improving data reliability. Assist in project management activities, including tracking progress, and identifying risks.

PERSONAL BANKER
May 2022 – Aug 2025

RDI CORPORATION, HR MANAGER
September 2020 – July 2021

RDI CORPORATION, IT SUPPORT SPECIALIST
May 2017 – September 2020

Analyze and troubleshoot technology issues by providing technical support to end users via ticket system, to ensure minimal downtime. Installed, configured, and maintained computer systems and peripherals.

VERIZON, STORE MANAGER
July 2021 – May 2022

Provided comprehensive financial analysis and recommendations to clients based on their individual needs and goals. Conducted regular reviews of client accounts to ensure compliance with regulatory requirements and identify potential risks or issues.

Oversaw all aspects of store operations, including sales, customer service, inventory management, and staff supervision. I led the team that took the location from 15% conversion rate to a 27% conversion rate during my tenure.