

ROBERT ANDERSON

SYSTEMS & NETWORK ENGINEER

Manchester Center, Vermont | Anderson Computing Services | 802-362-4860

PROFESSIONAL SUMMARY

IT professional with 15+ years of experience across systems and network administration, desktop engineering, infrastructure support, virtualization, backup/recovery, application testing, and automation. Hands-on with Windows Server, Active Directory, Hyper-V, UniFi networking, Linux services, and Synology storage. Methodical troubleshooter who communicates clearly with technical teams and end users.

CORE TECHNOLOGIES

Systems: Windows 10/11, Windows Server, Active Directory, Group Policy, DNS, DHCP, DFS, file/print services | **Networking:** TCP/IP, LAN/WAN, VLANs, VPN, routing/switching, wireless, firewalls, UniFi, SNMP | **Infrastructure:** Hyper-V, VMware, Synology NAS, Linux, Apache, MySQL/MariaDB, backup imaging, disaster recovery | **Automation:** PowerShell fundamentals, SQL, PHP, JavaScript, VBScript, C/C++, C#, Java

PROFESSIONAL EXPERIENCE

Senior IT Engineer | Anderson Industries LLC d/b/a Anderson Computing Services **2017–Present**

- Deliver end-to-end IT support for residential and small-business clients across Windows PCs, servers, networks, printers, business applications, data protection, and hardware upgrades.
- Design and troubleshoot UniFi wired/wireless networks and resolve DNS, addressing, wireless, firewall, VPN, device-integration, and connectivity issues.
- Support Windows Server services, shared resources, user access, print services, backups, recovery, and application/database dependencies.
- Build and maintain Windows systems; perform SSD/NVMe and memory upgrades, OS migrations, imaging, backup/restore, and software troubleshooting.
- Host and maintain PHP/MySQL business applications on Linux/Apache infrastructure and integrate third-party APIs.

QA Test Lead | Ai Squared **2015–2017**

- Led Windows application testing, regression coverage, defect triage, VMware/Linux-based test imaging, and cross-functional resolution of OS-, driver-, and graphics-related issues.

Software QA / Automation Engineer | MMHayes; Verizon Wireless **2012–2015**

- Built database-aware automated tests using Ranorex/C# and QTP/UFT/VBScript/SQL; maintained scheduled health checks and drove enterprise defects through resolution.

QA Automation & Performance Engineer | Multiple enterprise clients **2000–2012**

- Led automation and load testing for Coach, Merrill Lynch/Bank of America, Citigroup, Comcast, the Federal Reserve Bank, Columbia House, and others across Windows, Java, .NET, UNIX/Linux, WebLogic, Apache, and SQL environments.

INFRASTRUCTURE LAB

- Built a two-forest Windows Server 2025 Hyper-V lab with redundant domain controllers, DNS, forest trust, OUs, users/groups, Group Policy, DFS Namespaces, file shares, and access-based enumeration.
- Operate a multi-gigabit UniFi environment with UDM Pro, 10 GbE aggregation, managed switching, wireless, dual WAN, VPN, VLAN-capable infrastructure, SNMP monitoring, Hyper-V workloads, and Synology NAS storage.

EDUCATION

B.S., Computer Information Systems — Hartwick College, Oneonta, NY