

ROBERT DUSTIN HALLOCK

Charlotte, NC

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IT Systems Administrator

IT Operations / Troubleshooting / Deployments / Leadership

Dedicated professional showcasing 10+ years of diverse achievements, including providing trusted IT oversight and administration for distributed organizations like the Arevo Management Group. Proud US Army veteran who thrives across troubleshooting, training, cybersecurity, IT planning, budgeting, deployments, and new technology integrations. Forges lasting stakeholder relationships and maintains superior client service. Champions continuous improvements and provides go-to input for all IT needs.

Selected Highlights:

- **Promoted to IT Administrator** in the Arevo Management Group, orchestrating the entire IT stack and maintaining optimal IT service delivery for 70 employees.
- **Deployed hardware timeclocks** to a high-profile client on-time and under budget.
- **Cut required work hours for maintaining the Azure environment** and troubleshooting problems, resulting in greater organizational coordination in a short timeframe.
- **Promoted to General Manager at Advanced Auto Parts**, realizing record-breaking sales (\$3M).

Core Competencies

IT Administration / Troubleshooting / New Technologies / Deployments / Implementations / Cybersecurity Communication / Reporting / Process Improvement / Policies & Procedures / Servers / Networks / Firewalls Leadership / Training & Coaching / Stakeholder Engagement / Budgeting / IT Strategy / IT Operations

PROFESSIONAL EXPERIENCE

Arevo Management Group IT Administrator

2022 – Present

- Promoted after going above and beyond, receiving the best possible performance reviews.
- Orchestrated the entire IT stack, from tech support to cloud organization, cybersecurity, training, networking, etc., delivering optimal IT service delivery for 70 employees and a large budget.
- Decreased required work hours for maintaining the Azure environment and troubleshooting problems, resulting in greater organizational coordination in a short timeframe.
- Selected as the desktop support lead for 10 locations/3 states due to in-depth knowledge.
- Employed best practices and built out custom security policies to mitigate key risks.
- Reduced phishing chances to <2% (18%+ below industry standard) after improving methods to oversee Cybersecurity incident response and organizational training companywide.

Advanced Auto Parts General Manager

2019 – 2022

- Promoted to General Manager and led the store team to achieve a record \$3M in sales.
- Thrived as the main contact with IT support to ensure efficiency and swift issue resolution for on-premise hardware, uncovering opportunities to cut related operational costs.

Byte Stack Systems Security + QA Analyst

2017 – 2019

- Remedied crucial vulnerabilities and strengthened at-risk systems using proactive methods (scanning, patch deployment, disaster recovery, unique policies), maintaining the best possible security posture.

Additional Experience: US Army, 2007 – 2010

EDUCATION

ITT Technical Institute: *AS (Candidate), Information Security*

Additional Education: *CompTIA Security+ CE / Azure AZ 900 (Candidate) / CompTIA Project+ (Candidate)*

ADDITIONAL CREDENTIALS

Technical Skills: Ansible, Bash, Linux CLI and administration, Docker Containerization, Microsoft Intune and Autopilot Certified Expert, PowerShell, nginx, VMWare ESXi and vCenter

Community Engagement: Bradford Little Theater Sound Engineer