

**ROBERT FRISBIE**

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PROFILE

IT Professional with over 10 years experience in supporting high level executives.

EXPERIENCE**NATIONAL SEMICONDUCTOR — 2002-PRESENT**

Provide support for the CEO and his direct reports across a wide variety of technologies. Traveled with executives for remote speeches, would act as an interface between executives to the A/V crews and event organizers. Support Reuters financial servers and clients. Also provided home support for upper level executives with computers and internet connections. Supported Board of Directors each quarter. Because of my ability with graphics and design I was able to be a part of the content creation process in executive speeches. I designed the Annual Report cover 3 years in a row.

FROG DESIGN — 2000-2001

Responsible for the daily systems administration of 70 client workstations including Macintosh, NT 4.0 Workstation, Win95 and Win 98 in an NT 4.0 domain structure. Responsible for software installations, maintenance, NT account security, and network management, as well as providing end-user product and technical support for desktop applications. Administrative responsibilities included; IIS, Exchange, Veritas, RAID, and SAP. Was in charge of planning the migration from NT 4 to Active Directory. As well as moving Exchange 5.5 SP3 to Exchange 2000 Enterprise Server on Frog's global scale. Webmaster for internal site as well as content creator.

GENENTECH — 1998-2000

Served as Executive Support Technician resolving technical issues of Executive Committee, VPs, Corporate officers, Therapeutic Unit Heads and Project Team Leads on the phone and in person. Supported Mac/PC software and hardware and a variety of peripherals. Created and documented procedures for new problem solving techniques. I created and maintained internal department support website (spocweb). Provided troubleshooting help for the first level SPOC Call Center employees. Conducted technical Interviews for first level support positions.

STANFORD UNIVERSITY — 1995-1997

Repaired almost all of Apple's Product line for that time period. Including Powerbook, Laser Printers, Displays, and the full computer line. Also repaired a small variety of PC workstations. Wrote the purchasing system in Filemaker Pro.

SKILLS

Strong attention to detail
Ability to work under pressure in high stress situations
Outstanding organizational and interpersonal skills
Excellent organizational skills and willingness to take initiative
Strong presentation and meeting facilitation skills
Demonstrated focus on customer service, team development and on-time delivery
Strong analytical, problem solving and communications skills

REFERRALS

Executive references available upon request