Derek Robinson

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EDUCATION

Bachelor of Science, Communication - Western Governors University | Expected 2027

CompTIA Security+ - Expires March 2028

CORE QUALIFICATIONS

IT Support & Service Desk Operations - Incident & Request Management - Issue Resolution & Escalation - Workflow Management - User Support - ServiceNow - Documentation & Reporting - Cross-Functional Collaboration - Stakeholder Communication - Process Improvement - Workload Prioritization - Microsoft Excel - Microsoft Office

Service Desk Analyst II

Johns Hopkins Health System | July 2025 – Present

- Manage and prioritize 50+ daily requests while balancing competing priorities and established deadlines.
- Coordinate with multiple internal departments to facilitate timely resolution of requests and operational issues.
- Track requests throughout the resolution process and follow up on outstanding items to support timely completion.
- Maintain accurate records and detailed documentation to support workflow visibility, tracking, and continuity.
- Monitor recurring issues and identify opportunities to improve processes and operational efficiency.
- Escalate complex or high-priority issues to appropriate teams with clear documentation and handoffs.
- Communicate status updates and next steps with internal stakeholders to keep work progressing efficiently.

Service Desk Analyst

T. Rowe Price (Contract) | August 2024 – May 2025

- Managed and prioritized 30+ incoming requests daily based on urgency and business impact.
- Coordinated with multiple departments to facilitate efficient resolution and minimize delays.
- Maintained accurate documentation and records to support tracking, follow-up, and operational continuity.
- Monitored outstanding requests and coordinated follow-up to ensure timely completion.
- Escalated complex issues to appropriate teams while maintaining complete documentation and clear handoffs.
- Identified recurring issues and contributed recommendations to improve workflow efficiency.

Help Desk / Customer Service Representative

Baltimore City Mayor's Office | December 2023 – August 2024

- Served as a primary point of contact for customers and community partners by phone and email.
- Assisted customers through application processes while maintaining accuracy and meeting established deadlines.
- Performed data entry, document management, and record maintenance.
- Maintained confidential information while following established procedures and deadlines.
- Communicated policies and procedures clearly to customers and community partners.
- Supported daily operations through accurate documentation and administrative support.

Service Desk Analyst

Insight Enterprises | February 2022 – April 2023

- Managed a high volume of customer requests while maintaining service standards.
- Coordinated issue resolution with internal teams to minimize delays.
- Documented customer interactions and maintained accurate service records.
- Assisted customers with account access and operational support.
- Escalated priority issues with complete documentation to support efficient resolution.
- Contributed to process improvements through accurate reporting and effective communication.