

Robert Cord Debs

Milwaukee, WI | (414) 207-6101 | info@robertdebs.com | [linkedin.com/in/rdebs86](https://www.linkedin.com/in/rdebs86) | robertdebs.com

PROFESSIONAL SUMMARY

IT professional with 13 years of experience spanning technical team leadership, network engineering, and information security. Currently a Customer Engineer Senior at NCR Atleos, leading a customer engineering team and partnering with cross-functional teams to resolve complex technical issues and improve service delivery. Background includes production network design and deployment, vulnerability assessment, and security-focused education, with a record of elevating team performance and service quality. Active member of InfraGard and ISSA.

CORE COMPETENCIES

Leadership & Service: Team Leadership & Mentoring, Technical Support & Troubleshooting, Customer Relationship Management, Cross-Functional Collaboration, Documentation & Knowledge Management, Training & Development

Networking & Infrastructure: LAN/WAN Setup & Router Configuration (Cisco Systems, Juniper Networks, Hewlett Packard, Alcatel-Lucent, and Dell Technologies) (TCP/IP, DNS, DHCP, VLANs, VPN, Subnetting, OSPF, EIGRP)

Security: Cisco ASA Firewall Configuration, Anti-Malware & Data Backup (Barracuda), Vulnerability Assessment (nMap, Nessus, OpenVAS), Security Auditing, Wireshark

Systems & Platforms: Windows, macOS, Linux, VMware ESXi, Microsoft Hyper-V, Proxmox, Docker, Ansible, Active Directory, SharePoint, Computer & Server Assembly, Hardware Installation & Replacement

Artificial Intelligence: Hands-on experience with leading AI platforms, including Google Gemini, Microsoft Copilot, OpenAI ChatGPT, Anthropic Claude, and DeepSeek

PROFESSIONAL EXPERIENCE

NCR Atleos Corporation (formerly NCR Corporation), Milwaukee, WI

Customer Engineer Senior

October 2023 – Present

Customer Engineer Team Lead

March 2022 – October 2023

- Lead and mentor a team of customer engineers delivering technical support and troubleshooting for enterprise hardware and software systems, managing incident resolution through ES and OFS ticketing systems to meet SLA targets.
- Partner with sales, engineering, and product teams to perform root cause analysis on escalated customer issues and feed field insights back into product improvements.
- Maintain technical documentation covering customer interactions, solutions, and product knowledge to support consistent, high-quality service delivery.
- Provide ongoing training and development for team members, leading by example in customer engagement and problem resolution.

Customer Engineer II | NCR Corporation, Milwaukee, WI

August 2015 – March 2022

- Delivered on-site field service technical support and troubleshooting for enterprise hardware and software issues.
- Assisted customers with installation, configuration, and operation of NCR products, educating end users as needed.
- Managed service parts inventory with accurate, real-time counts through coordination with internal departments.
- Build long-term client relationships through responsive communication and reliable follow-through.

Network Engineer | Sieve Networks

January 2014 – August 2015

- Designed system configurations and directed installation for production network environments, defining and enforcing system standards.
- Monitored network performance, troubleshoot outages, and scheduled upgrades in collaboration with network architects.
- Performed wired, wireless, and application-based vulnerability assessments using nMap, Nessus, OpenVAS, and related tools.
- Researched and implemented hardware and software solutions to improve network performance and security; maintained configuration documentation and diagrams.

TECHNICAL PROJECTS

Home Lab | Self-directed

Ongoing

- Deploy and maintain Docker containers across multiple hosts, including AdGuard, WordPress, and Traefik reverse proxy, on-premises and through Oracle Cloud.
- Hands-on administration of Proxmox and VMware virtualization and Linux systems for infrastructure and security practice.
- Use AI coding agents (Claude Code, OpenAI Codex) to assist with Linux server administration and Docker container maintenance across homelab hosts.

EDUCATION

Associate of Applied Science, IT – Information Systems Security Specialist | Milwaukee Area Technical College, Milwaukee, WI – May 2015

Bachelor of Science, Criminal Justice | Edgewood University, Madison, WI – June 2010

CERTIFICATIONS & PROFESSIONAL AFFILIATIONS

- Cisco Certified Technician (CCT), Field Technician – Cisco, 2026
- Information Security Fundamentals Certificate – MATC
- Infrastructure Security Certificate – MATC
- IT Security Auditing Certificate – MATC
- Member, InfraGard – current
- Member, ISSA (Information Systems Security Association) – current
- CCENT / CCNA (Cisco) – expired

ADDITIONAL EXPERIENCE

Patrol Officer | **American Security, LLC** – December 2011 to June 2015

Office Administrator / Event Supervisor | **Contemporary Services Corporation** – September 2011 to December 2011