

Robert Wyle Connor

Enterprise Field Service Technician | Electronic Security

Region: Tampa/Orlando FL

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Core Competencies & Certifications

Video Surveillance & AI - SME

Avigilon Video Solutions • Axis Communications • Eagle Eye Cloud VMS • Verint VMS (VidCenter/VVI/OpsCenter) • Hanwha • 3xLogics Cloud Systems • Costar • Swann Cloud Systems • Bosch Video Solutions • Genetech Systems • Exacq Vision Technologies • Installation, Programming & Configuration

Intrusion & Access Control - SME

DMP Security & Access • Pacom Enterprise • Parabit Access Control • HID Global • Honeywell Resideo Security • Bosch Security • Sonitrol Alarm & Access Control • Interlogix Legacy Systems • AiPhone Systems • AMAG • Openpath / Brivo • Software House • Lenel S2 • Schlage, Yale, ASSA Abloy, & Dormakaba • Installation, Programming & Configuration

Fire & Life Safety

Silent Knight Fire Systems • Honeywell Communications Systems • Firelite Systems • Simplex Fire Systems • Siemens Fire Systems • Bosch Fire Systems • DMP Fire Systems

Technical Engineering - SME

FASA/BASA (Florida Certified) • OSHA 10 • Lift Safety Certification • NFPA Compliance & NEC Standards • TCP/IP Networking • VLAN Configuration • PoE Management • Subnetting • Troubleshooting & Component-Level Repair • Installation, Programming & Configuration

Professional Publications

- Author/Publisher : ISBN 979-8-3507-6100-9 Title: Security Audit Checklist | Framework Reference 2025

Professional Profile

Senior Enterprise Field Technician | Electronic Security SME

Tampa / Orlando, FL | 20+ Years Experience

High-performance technical lead specializing in the deployment and lifecycle management of enterprise-scale Security, Access Control, and Fire systems. Expert in navigating the convergence of legacy analog hardware into modern, cloud-based IP ecosystems. Recognized for a 20-year track record of securing high-stakes financial institutions and industrial hubs across Central Florida. Proven ability to troubleshoot complex network-based security architecture while maintaining 98%+ system uptime for Tier-1 corporate clients.

Work Experience

Senior Field Service Technician | Securitas Technology

2006 – Present

- **Enterprise Portfolio Management:** Lead service and "Break-Fix" operations for a diverse portfolio of 100+ enterprise sites, including high-security banking centers and large-scale industrial facilities.
- **Legacy-to-IP Migrations:** Orchestrated the successful migration of 50+ legacy analog systems (Interlogix/Honeywell) to current IP-based standards (Axis/DMP/Avigilon), reducing client false-alarm rates by an estimated 30%.
- **Advanced Troubleshooting:** Serve as the regional escalation point for complex integration issues involving Pacom, Bosch, and Verint VMS, achieving a 92% first-time fix rate on high-priority service tickets.
- **Network Optimization:** Configure and manage security-specific network components (VLANs, PoE switches, and subnets) to ensure seamless communication for cloud-native video solutions like Eagle Eye and 3xLogics.
- **Compliance & Safety:** Maintain 100% compliance with Florida FASA/BASA standards and NFPA fire codes, ensuring all enterprise installations meet stringent local and federal regulatory requirements.