

System Operator

ROBERT SMITH

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Objective

Goals are to continue to grow and implement PMI best practices to mitigate risk, maximize assets, prioritizing communication while enhancing TCO with ITIL Foundational management.

Skills

Project Management, MS-Excel.

Work Experience

System Operator

ABC Corporation - 2006 – April 2014

- Promoted to support worldwide system and network infrastructure.
- Coordinate and support security measures to safeguard information against accidental or unauthorized damage, modification or disclosure.
- Investigated and resolved performance issues utilizing ITIL protocol demonstrating strong diagnostic skills across multiple platforms.
- Proactively identified potential areas for wide system outage and initiated analysis and resolution.
- Install, monitor, maintain and repair system hardware, software, and peripheral equipment, following design or installation specifications.
- Maintain operation of system hardware through remote console monitoring functionality, preventative maintenance.
- Coordinated and implemented Change Control utilizing ITIL protocol in collaboration with technical teams.

System Operator

ABC Corporation - 2004 – 2006

- Provided operations support functions for multiple mission spacecraft flight operations, which provided science data processing, network, and mail infrastructure data system services.
- Provided all phases of computer operations, helpdesk, and hardware vendor maintenance coordination, including monitoring a multiple node/network IBM mainframe computer environment and reporting anomalies.
- Verified network connectivity for multiple networks using interface tools.
- Prioritized production jobs, maintained current operation documentation, performed backups, tape loads, resource management, system reboots, problem identification, and initiated corrective action methods.
- Computer Operator Provided operation support for a multiple mission support archive tape storage library database system by making database entries from interface screens.
- Maintained system logs, distributing user output, and performing system maintenance functions.
- Provided scheduling, tracking, and monitoring of user tape media and library system requests..

Education

Continuing Education - MCSA Certificate in Microsoft Certified Solution Associate (MCSA) for Server 2012 R2 Program - 2015(Houston Community College - Houston, TX)