Information Technology Technician I

ROBERT SMITH

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Objective

Network+, A+ certified and actively preparing for Security+ certification Proven information technology skills gained through 20 years military training Accomplished leader and mentor Results based work ethic rewarded by several military commendations.

Skills

General Office Skills, Information Technology, Customer Service.

Work Experience

Information Technology Technician I

ABC Corporation - May 1985 – October 2005

- Provided technical support for Air Force medical facilities, supporting Windows XP, office 2003, 2007, Dell computers, and HP printers.
- Instructed users on how to navigate the Windows XP operating system, how to create various MS office documents, spreadsheets, and PowerPoint Replaced HP printer fusers, hardware, and cartridges.
- Serviced over 2000 medical professionals and ancillary staff members Assisted users via remote desktop connection and personal contact.
- Troubleshooting, installation, and maintenance of Windows XP and Windows 7.
- Troubleshoot and replace hardware components to include hard drives, memory, network cards, and video cards.
- Added new workstations to network, and new users via Active Directory.
- Added printers to networks via static IP address in Windows XP.

Information Technology Technician

ABC Corporation - 1980 – 1985

- Lalitpur, Nepal Responsibilities Provide desktop support and technical training on hardware/software to end-user over the Internet.
- Perform diagnostics and troubleshooting of system issues, document support tickets/resolutions, and maintain equipment inventory lists.
- Install and configure DHCP/DNS client-server on Microsoft Windows server.
- Handled troubleshooting issues related to hardware and software applications.
- Worked on a project to develop and maintain Pharmaceutical Inventory System using 4D/SQL.
- Use of ticketing software and remote control software to respond to support requests in timely fashion.
- Trip outward for the installation of software system at customer site..

Education

Certificate of Completion in Information Technology - August 2010(Tarrant County College)