

Robert Smith

Information Technology Specialist/Network Administrator

PERSONAL STATEMENT

Goal-oriented professional who has a Master of Science Degree in Computer Systems with an emphasis in Computer programming (C++). Ability to break down and simplify complex issues providing options to improve and/or simplify process and methods.

WORK EXPERIENCE

Information Technology Specialist/Network Administrator ABC Corporation - January 2015 - Present

Responsibilities:

- Monitoring the progress of work on day-to-day operations and maintenance projects and advising senior management of delays, problems, schedule changes, alterations, and other activities which may cause delays in the projects completion.
- Overseeing the work of contractors engaged in design, installation, and construction of communications facilities.
- Advising management of any problems or irregularities between the work being done and the specifications of the contract.
- Reviewing and concurring or rejecting all quotes/acquisitions for labor, materials, equipment, hardware, software, and other supplies that may be needed for a customers day to day project requests prior to presentation to the Bureau customer for funding.
- Serving as a liaison between the DTD and Business Operations Management branches for Government senior management.
- Installing, configuring, and upgrading commonly used hardware and software systems.
- Providing IT customer service and support in troubleshooting, recovering and resolving recurring software/hardware problems.

Lead Information Technology Specialist ABC Corporation - April 2006 - March 2014

Responsibilities:

- Responded to internal and external customer technical support helpdesk requests for computer workstation hardware and software, telephone, network, operating system, printing, and Internet access problems. Logs, monitors, and tracks end-user requests, suspected policy and security violations and/or other issues identified by end-users.
- Investigated user problems and identified their source, determined possible solutions, tests, and implemented solutions.
- Closed requests after the solution are resolved or implemented and it is determined that requestor is satisfied.
- Performed installations, upgrades, moves, and changes for computer workstation hardware and software, printers and other peripheral

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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SKILLS

TSQL, Technical Support-Tier 1,2,3, Programming, Perl, C, Web Development, Website Design, Web Services, Unix Administration, Windows Administration, Linux Administration, Network Administration, System Administration.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)