

# Robert Smith

## IT Consultant

Phone (123) 456 78 99

Email: [info@qwikresume.com](mailto:info@qwikresume.com)

Website : [www.qwikresume.com](http://www.qwikresume.com)

LinkedIn: [linkedin.com/qwikresume](http://linkedin.com/qwikresume)

Address: 173 7 Marshville Road, Alabama

### SUMMARY

IT Consultant/Software Sales with primary capabilities to provide on-site technical support solutions and applications available for customer service delivery while ensuring satisfaction with hardware and software on a client and server platform. Acts as the primary on-site technical contact, providing customer visibility, advanced technical troubleshooting support, and problem resolution. Provides technical support including product technical training on-site, as well as via telephone, and electronic media for product support services and corporate customers, including issues escalated to the highest levels of management.

### SKILLS

Microsoft Office Suite, Inventory Management, Computer Literate, Basic Networking, Hardware/Software Troubleshooting.

### WORK EXPERIENCE

#### IT Consultant

ABC Corporation - December 2014 - April 2016

- Managed and constantly developed a marketing plan, operations plan, and T&M contracts.
- Managed time and material contracts to provide 24/7 call as needed analysis and repair of networks, servers, switches, routers, workstations, pos computerized cash registers, printers, self-checkout systems, surveillance cameras (infrared, clear vision), disaster recovery system plans.
- Troubleshoot and repair commercial retail Point Of Sale (pos) equipment, TCP/IP networks, servers, printers.
- Designed a disaster recovery plan and backup procedure to assure complete protection for servers and workstations.
- Provided installation, upgrade and support of web, database, and application services.
- Managed and oversaw new commercial retail pos equipment installations and site upgrades.
- Provided network vulnerability and penetration analysis using software tools like Nessus and Wireshark and many other open-source and commercial software applications to verify and protect an organizations intellectual property.

#### Business & IT Consultant

ABC Corporation - June 2012 - December 2014

- Provided support remotely and onsite at the client locations for email, desktops, servers, and networks.
- Implemented network and server projects VPN, LAN/WAN, and networked systems
- Configured and maintained servers MS exchange, windows active directory, and networking equipment
- Performed virus removal, server patch installs, and updates.
- Responsible for troubleshooting and resolving moderately complex software and device issues.
- Maintained good relations with agency management, vendors, co-workers, and end-users.
- This is Dummy Description data, Replace with job description relevant to your current role.

### EDUCATION