

# **ROBERT SMITH**

## **Jr. Information Technology Technician**

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### **SUMMARY**

Proactive, high energy individual with a proven ability to build trust and develop effective relationships. Proven track record in learning and development. Excellent organizational skills, combined with the ability to adapt to new challenges.

### **SKILLS**

Valuable Knowledge/Experiences.

### **WORK EXPERIENCE**

#### **Jr. Information Technology Technician**

ABC Corporation - June 2015 – October 2015

- Deploying software images for both Mac OS and Windows Operating systems.
- Ensuring computers were properly on the network, as well as the domain.
- Using the active directory to reset user passwords(teacher and student).
- Providing customer service to teachers that are in need of help.
- Overseeing device usage by students and staff.
- Provide excellent customer service by addressing technological issues on site.
- Manage and administers technology infrastructures including the identification, implementation, configuration, maintenance of computer hardware and software.

#### **Information Technology Technician**

Part-Time All State Consulting Services - 2011 – 2015

- Desk Top Support.
- Coordinate network moves with department manager and record all network equipment, type, vlans, IP addresses and number of users being relocated.
- VOIP and LAN deployment.
- Audit network equipment and assign to departments, record all network connections per switch port, IP and data jack locations.
- Create Excel spread sheet of all data connections Trouble shoot network issues.
- Layer One.
- Fiber up link, ethernet and switch port ID..

### **SCHOLASTICS**

- Working towards Bachelors of Science in Computer Science - 2016(University of Maryland - College Park, MD)