

ROBERT SMITH

Information Technology Technician III

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To gain a professional marketing position where can use experience, education and knowledge in an advertising or marketing setting.

EXPERIENCE

Information Technology Technician III

ABC Corporation - AUGUST 2011 - JANUARY 2013

- Operated Systems Management Servers to assist students, faculty, and staff with network related issues.
- Answered over 100 calls per shift from students, faculty, and staff over the phone and in-person; referred high-level priority issues to technicians; assisted level 5 technicians and supervisors in repairing and maintaining hardware and software.
- Answered phone calls from students and staff regarding but not limited to password reset; software, applications, PID identification, installing new programs, secure FTP access, and troubleshooting network issues.
- Sanitized hard drives as well as wiping and completely clearing old hard drives from computers.
- Oversaw front desk activities such as membership registration and member sign-in.
- Assisted new members and the community with questions about the gym.
- Assisted in developing an advertising strategy for the local market to better reach the community.

Information Technology Technician

ABC Corporation - 2007 - 2011

- Provided computer help desk support via telephone communications with end-users.
- Performed diagnostics and troubleshooting of system issues documented help desk tickets/resolutions, and maintained equipment inventory lists.
- Windows server installation; manage user account in active directory.
- Plan policies, printers and sharing files.
- Lonestar college (2013) hands on labs knowledge of deploying and troubleshooting IP protocols layer3 routing and layer 2 switching network protocols Firewalls and Communication Network design.
- Network Planning, Implementing, Configuring, Troubleshooting and Testing of networking system VPN technology, ASA lab Configurations
- Personality Traits- Strong motivational skills - Remarkable analytical, logical skills- Unmatchable communication skills in written and verbal