

Robert Smith

IT Consultant

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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