

# Information Technology Assistant

## ROBERT SMITH

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### Objective

Customer-focused professional who uses excellent communication and problem-solving skills to quickly and courteously resolve customer issues. Provides wide range of experience in providing technical support to end users in Lean manufacturing, quality driven manufacturing environment.

### Skills

Microsoft Word, Excel, PowerPoint, Access, Outlook, Active Directory, Syteline.

### Work Experience

#### Information Technology Assistant

**ABC Corporation** - April 2006 - May 2009

- Performed help desk troubleshooting and problem resolution for end-user application software, hardware, and remote access connectivity supporting over 100 personal computers.
- Maintained server rooms in two manufacturing facilities.
- Responded to helpdesk calls and documented solutions.
- Trained users in PC hardware/software and networks.
- Handled all network documentation, drawings, IP address assignments, and logging.
- Maintained all phone system hardware and software, as well as network and mainframe security.
- Performed software updates; ensured all purchased software was in compliance with licensing requirements.

#### Information Technology Assistant

**ABC Corporation** - 2002 - 2006

- Part Time) Accountable for efficient operation of busy hospital switchboard system.
- Took messages for doctors, internal offices, external calls, and nursing home.
- Provided customer support.
- Greeted visitors and staff personnel.
- Assisted with scheduling appointments for patients.
- Performed Computer Operations support.
- Operated Data Entry systems to run reports for all internal departments within the hospital in a timely manner.

### Education

Associate's in Information Systems & Business Administration - (Finger Lakes Community College - Canandaigua, NY)