

## Information Technology Intern/Consultant

# ROBERT SMITH

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](https://www.linkedin.com/qwikresume)  
Address: 1737 Marshville Road,  
Alabama

### Objective

Seeking an Information Technology Intern position in the Information Technology Industry. To maintain an environment that empowers every team member to make the greatest possible impact on our business.

### Skills

Communication Skills, Management.

### Work Experience

#### Information Technology Intern/Consultant

**J.R. Simplot Company Food Group** - July 2015 - 2020

- Provides technical support of IT related technologies including manufacturing equipment, desktops, laptops, mobile clients, and network hardware and software systems.
- Experiences with imaging laptops, tablets, thin clients and PC's using corporate images from file server.
- Uses of Footprints trouble ticket system to manage and report IT-related tasks.
- Takes over of RFgen scanner equipment maintenance, resulting in freeing up multiple personnel from this additional responsibility.
- Experiences in Active Directory and Imprivata Authentication Management Software.
- Utilizes VNC to remote into end-user devices, troubleshoot and resolve issues within Windows operating systems.
- Experiences using configuration management database V3 to create configuration items and modify their relationships.

#### Information Technology Intern

**Delta Corporation** - 2014 - 2015

- Tested, and serviced operating systems, application programs, hardware, and software within the company.
- Provided employees with computer help and information.
- Completed all tasks needed within the office from hardware maintenance to handling foreign phone calls.
- Assisted with inter-office hardware mailing, repaired disabled machines, updated personnel hardware records, updated computer workstations and .
- Responsible for day to day support including resolution of network and hardware related computer problems (hands-on diagnosis and repair).
- Example problems include VPN setup, network printer/scanner communication, and security door badge access controls.
- Set up new wireless network.

### Education

B.S. in Information Systems Management - 2012(University of Phoenix)