

# Robert Smith

## Information Technology Technician II

### CONTACT DETAILS

1737 Marshville Road,  
Alabama  
(123)-456-7899  
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[www.qwikresume.com](http://www.qwikresume.com)

### PERSONAL STATEMENT

Seeking Customer Service position, Help Desk, Information Desk, Valet, Office Assistant, Office Manager, Administrative Assistant, Bookkeeper, Teller, Shipping Assistant, or Information Technology position that includes assisting clients.

### SKILLS

Microsoft Office,  
Windows Deployment  
Service.

### WORK EXPERIENCE

#### **Information Technology Technician II** **ABC Corporation - March 2005 - July 2006**

##### *Responsibilities:*

- Maintained the internal company helpdesk and provided support to locations in Tennessee and Georgia.
- Configured servers, routers, and switches that were to be deployed throughout the organization.
- Maintained the entire asset inventory for all IT assets in the organization.
- Assisted with the installation of workstations, network infrastructure, and servers across the organization.
- Created the organizations first asset database for tracking mobile handheld devices and printers.
- Configured and maintained Dell PowerEdge 2800 Series servers, Cisco Pk 560E Firewall terminals, Cisco 2800 Series T1 Routers and Cisco Catalyst 2950 Switches.
- Installed and configured more than 100 of the facilities workstations/laptops while providing IT support to all end users and executives to ensure efficient system usage.

### LANGUAGES

English (Native)  
French (Professional)  
Spanish (Professional)

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

#### **Information Technology Technician** **Fluor Corporation - 2004 - 2005**

##### *Responsibilities:*

- Provide extensive and successful direct IT support to all Fluor LOGCAP IV employees and clients.
- Strong client focus and genuine desire to assist, analytical skills, persistence, good communication skills, able to work as a part of the team, patient and tolerant, aptitude for technical activities and methodical and disciplined approach to problem solving.
- Built data racks and install networking equipment Install and terminate fiber optical cable, CAT 5 and 6 data cable and patch panels. Programming of switches and routers and administration rights and privileges VOIP systems Able to create and interpret communication drawing and schematic for communication circuits expertise in building data network infrastructure.
- Troubleshoot and repair WAN and LAN networks Programming of CISCO switches and routers Diagnose computer problems.
- Monitor computer processing systems.
- Installed software and perform test on computer equipment and