

# Robert Smith

## Information Technology Specialist (Intern)

### CONTACT DETAILS

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### PERSONAL STATEMENT

Information Technology Specialist / Developer experienced in software and hardware configuration, operation, testing and troubleshooting analysis of computer systems. Performed and supervised activities in monitoring hardware and software for system operation, control of data flow, and client-server multi-user system support including network management and administration. To fully utilize my training, customer service and technical/troubleshooting skills, while making a significant contribution to the success of my employer.

### WORK EXPERIENCE

#### **Information Technology Specialist (Intern)**

**ABC Corporation - September 2015 - Present**

##### *Responsibilities:*

- Supporting and maintaining computers operating systems/software & updating in all of the technology-enhanced classrooms on campus.
- Supporting instructors with issues they may have with our computers, projectors, document cameras & audio-video systems while teaching.
- Helping build and maintain servers to deploy Windows Operating Systems to over 600 computers.
- Set up SQL servers for our departmental web sites and license metering server.
- Assisting with coordination for computer, server, and network equipment purchases and upgrades.
- Creating, maintaining, prioritizing, scheduling and communicating a list of tasks to be completed to Director and/or Zone Leader at a minimum of a monthly basis.
- Developing specifications for a variety of technology projects, including determining end-user needs, cost-effectiveness, setting timelines, and communicating with appropriate people.

#### **Information Technology Specialist**

**ABC Corporation - June 2013 - September 2014**

##### *Responsibilities:*

- Understood the customer environment, both current, and future needs.
- Communicated effectively, both in-person and on the phone, with customers, other support service agencies and vendors, at all levels.
- Encouraged team members to increase networking technology expertise and experiences.
- Developed and maintained systems documentation utilizing SharePoint, typically for multiple customers and/or sites.
- Established and maintained effective working relationships with customers, staff, and vendors.
- Handled sensitive and privileged information with the highest degree of confidentiality and integrity.

### SKILLS

Networking, Microsoft Office, Management, Leadership Development, Security, Office Administration, Software Installation And Networking

### LANGUAGES

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

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

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