

# Robert Smith

## System Support Engineer

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

## SUMMARY

Strong interpersonal and communications skills with energy and a passion for people development. Intuitive, conceptual, systems focused thinker with strong analytical, problem solving and relationship building skills. Experience in driving the business requirements and partnering across functional groups to implement integrated learning technology-based solutions.

## SKILLS

Network: Cat5, Cat5e, And Cat6 Cable Organization,.

## WORK EXPERIENCE

### System Support Engineer

ABC Corporation - 1995 - 1998

- Responsible for the physical network connections and support of the computer lab, campus desktops, and servers.
- Tested and certified Cat5 cables.
- Implemented and maintained two Microsoft NT (4.0) servers, 200 NT workstations, and 50 Win95 workstations.
- Installed and configured network components and assisted in the implementation of designed network configurations.
- Provided hardware and software support for over 500 in-house and remote users.
- Responsible for purchasing and installing computers, software, and hardware.
- Diagnosed and solved hardware, software, and network problems quickly and accurately.

### System Support Engineer

Delta Corporation - 1994 - 1999

- Worked at the Bellsouth Regional Data Center. Installed and configured 9 E10ks. Supported and maintained 19 E10ks. Installed and implemented Sun Disk .
- Worked at Wal-Mart headquarters. Installed and configured Enterprise systems. Provided account management for Wal-Mart accounts. Installed and .
- Install and configure Windows Server 2008 for clients and confirm working order.
- Perform password changed and unlocking of accounts in Active Directory. Manage ticketing system for alerts and maintenance on client machines .
- Provided technical support to customers of Cyber.Net on phone by utilizing my technical knowledge and troubleshooting skills. Trained technical .
- Responsible for the configuration, installation, testing and support, both onsite and over the phone, of the Makino Cell Controller software.
- Assisted in the training of the customers. Assisted in quote preparation, scheduling and other administrative duties. Minor programming projects which .

## EDUCATION

B.S. in Management Information System - (S.U.N.Y./College at Old Westbury)