

Robert Smith

Help Desk Engineer

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Technical Support,
Customer Service.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

PERSONAL STATEMENT

Dedicated and hard-working student with critical thinking and problem solving skills seeking an entry level position in which can apply the strong foundations gained through years of experience to enhance current abilities.

WORK EXPERIENCE

Help Desk Engineer

ABC Corporation - April 2014 - March 2016

Responsibilities:

- Monitored incoming tickets in the CommitCRM and ConnectWise ticketing systems.
- Performed timely support for users based on a scheduling system in 30 minute increments, occasionally going to 15 minute increments during high call volume periods.
- Handled low, medium, and high priority tickets.
- Supported Windows XP, Windows 7, Windows 8, Windows 8.1, Windows 10, and Mac environments.
- Placed phone calls for appointments and follow-up tickets.
- Emailed and called clients regularly to ensure proper communication about their tickets.
- Maintained regular positive feedback from clients regarding support given.

Help Desk Engineer

Delta Corporation - 2013 - 2014

Responsibilities:

- Managing multiple client sites remotely and dealing with everyday issues involving anything from networked computers to network appliances.
- Responsible mostly for maintenance but also responsible for project planning, deployment, and implementation.
- Trained most of the current engineering team as well as kept multiple clients happy with the company as I was their main point of contact for all .
- Skills Used Exchange, Active Directory, Group Policy, Hyper-V, VMWare ESXi, Microsoft Servers, Symantec Backup Exec, SQL, multiple 3rd party .
- Provided troubleshooting and corrective measure implementation to client community users, over the phone, through email communications and remote .
- Microsoft Windows XP Pro/2000/2003, Microsoft Office applications and third-party applications Utilized, Remedy incident management system to .
- Respond and solve technical inquiries via phone, email, or online chat in a timely and efficient manner Troubleshoot, diagnose and solve

problems as .

Education

Bachelor's - (University of North Carolina at Charlotte - Charlotte, NC)