

ROBERT SMITH

Corporate Communications Officer

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Well-rounded individual with a background in sales and customer service as an associate, trainer, and supervisor in addition to my education and emergency management credentials.

EXPERIENCE

Corporate Communications Officer

ABC Corporation - SEPTEMBER 2011 - DECEMBER 2012

- Supervised 60 Marines providing help desk, business application, hardware and software support, and network engineering and administration support to the largest Marine Corps combat deployed enterprise network serving 24,000 users of telephone, video, data, and radio systems.
- Oversaw major network reconfigurations with minimal outages including Exchange server rebuilds, 2 significant electrical configuration changes, and upgrade from a 1Gb to a 10 Gb backbone between two technical control facilities and nine area distribution nodes.
- Supervised disaster recovery in 4 instances of power outage.
- Created security policies including the persistent network cryptographic rollover SOP in order to support information security.
- Accomplished the procurement of Remedy Help Desk 6.3 within 90 days in collaboration with Marine Corps Systems Command, HQMC G-6, and Marine Corps Enterprise IT Services.
- Prepared and presented reports regarding command operations, the Remedy/NetCOP project, and day-to-day updates of Enterprise Services.
- Established new standards for the ticket management system to increase efficiency at the MCNOSC.


Communications Officer

ABC Corporation - 2009 - 2011

- Responsible for answering 911 emergency phone lines and administrative lines for the E-911 center.
- Process citizen requests for service by dispatching calls to the appropriate agency for response.
- Emergency Medical Dispatch those calls requesting EMS responses.
- Monitor radio traffic to ensure officer safety.
- Use mapping system to assist Police/Fire/EMS agencies with directions to incident locations.
- Modify warrants/protective orders for wanted subjects into VCIN/NCIC.
- State of Virginia certified as a 911 dispatcher..



EDUCATION

- M.S. in Information Technology - (Information Assurance Focus Carnegie Mellon University - Pittsburgh, PA)
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SKILLS

Microsoft Office, Quickbooks, TaxAct.