

# Robert Smith

## *IT Administrator/Assistant IT Manager*

### **CONTACT DETAILS**

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Alabama  
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### **SKILLS**

Desktop Support,  
Windows Xp, Windows  
Vista, Windows.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

## **PERSONAL STATEMENT**

Searching to obtain a position within a company that can best utilize networking and IT skills within a team environment to help promote company profitability and productivity.

## **WORK EXPERIENCE**

### ***IT Administrator/Assistant IT Manager***

**ABC Corporation - November 2009 - November 2010**

#### *Responsibilities:*

- Replaced over twenty SonicWALL firewalls within central and remote locations within company to help secure and connect together all sites.
- Updated Corporate Symantec to Symantec Endpoint 2010 allowing for central management of all antivirus within company.
- Documented and maintained entire network topology as well as desktop computer location and naming scheme.
- Established windows domain group / security policy for company and setup content filters to limit web traffic.
- Support all users in a corporate domain of over 200 users.
- Provided central office with ability to scan from Canon Docucolor 5870 to network folders viewable only by the user who had scanned.
- Skills Used Sonicwall Content Filters Group Policy Microsoft Exchange 2003 Windows Server 2003 Windows Server 2008 HP Server Configuration Iron port Help Desk Desktop Repair Printer Installation.

### ***IT Administrator***

**ABC Corporation - 2008 - 2009**

#### *Responsibilities:*

- Logged, routed and tracked all SAP issues through Quality Assurance and end users in MS Access.
- Single-handed inventory of hardware and software tracking for 250 Person Company.
- Compiled reference library for company using Track It and MS Access.
- Implemented filing system of all files, and Software License Agreements.
- Started new Help Desk procedures in Track It for the IT Department.
- Routed, managed and reported work requests in Track It for IT service technicians.
- Designed/Managed the reports and database through Track It and Crystal Reports..

## **Education**

Bachelors in Networking & Telecommunications - 2005(Briarcliffe College - Bethpage, NY)