

# Robert Smith

## *Data Center Operator/Manager*

### PERSONAL STATEMENT

Career highlights include Data Center Operations, Deskside and phone IT customer support, Legal Assisting Associates Degree, ITIL Foundations Certified and Sales Administrative Support. I would enjoy positions in any of these areas, and am willing to work various shifts and hours to accomplish my employers needs.

### WORK EXPERIENCE

#### ***Data Center Operator/Manager***

**Smart IT Contracted Position At Great American Insurance -**

**December 2013 - 2020**

##### *Responsibilities:*

- Monitored nightly batch processing using UC4 and Dameware connections.
- Serviced Now is also used when entering tickets for abended jobs or system outages and monitoring special job requests.
- Tasks completed on an as needed basis include rebooting virtual monitors, rebooting servers, sorting and filing nightly paper schedules and arranging for the boxes to be sent to offsite storage.
- Updated numerous training documents that had become outdated and modifying nightly paper schedules to a more unified format.
- Updated the nightly operator shift turnover forms to provide a more unified and informative format for readers.
- Responsible for equipment maintenance tasks such as replacing cables, components and accessories; maintaining records and drawing schematics of the .
- Worked as part of the Data Center Team, building strong alliances with multiple vendors as well as facilities maintenance personnel is essential.

#### ***Data Center Operator***

**Delta Corporation - 2010 - 2013**

##### *Responsibilities:*

- Customer support responsibilities such as escorting customers through the center on tours, responding to customer inquiries and coordinating with .
- Administrative responsibilities include planning for capacity changes, maintaining corporate databases and ensuring compliance with industry .
- As Data Center Team Operator I used my exceptional knowledge of numerous technology platforms to achieve the highest of server uptime.
- Listed below Routine Data Center walk through Maintain asset information Installation and de-installation of all racks, network, servers, and .
- changes, and tasks to a high standard Configure all remotely managed equipment On-call rotations to ensure 24/7 support.

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Microsoft Office Suite  
(10+ years), Microsoft  
SQL (4 years).

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

- This is Dummy Description data, Replace with job description relevant to your current role.
- This is Dummy Description data, Replace with job description relevant to your current role.

## **Education**

AAS in Business Technologies - (Sinclair Community College - Dayton, OH)