

# ROBERT SMITH

## Associate Help Desk Engineer

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### SUMMARY

Positions that will allow utilize education and experience in Information Technology while contributing to the growth and development of employer.

### CORE COMPETENCIES

Helpdesk, Remote Helpdesk, Exchange Server, Active Directory, Windows Server.

### PROFESSIONAL EXPERIENCE

#### Associate Help Desk Engineer

**ABC Corporation - June 1999 – October 2004**

##### Key Deliverables:

- Responsible for implementing vendor Software and customized setup on site and over the phone.
- Interprets evaluate and resolve where possible telephone inquiries pertaining to the functional operation of all installed and supported applications and hardware and software products.
- Analyzes moderately complex inquiries and determines appropriate technical area or vendor to resolve problems.
- Consults with supervisor and technology staff when appropriate course of action was unclear Follow up on specific inquiries or request to ensure client satisfaction.
- Reports problems with procedures and recommends improvements.
- Provides assistance to less experienced staff.
- Performs Senior Level Technical Support under minimal supervision.

#### Help Desk Engineer

**Delta Corporation - 1995 – 1999**

##### Key Deliverables:

- Was responsible for repairing Automated Teller Machines (ATM) on line.
- Issue commands through Windows NT workstation.
- Solve communication-related problems with outside vendors and field technicians, to keep ATMs on line and functioning properly.
- Monitored down Locations & Single Sites.
- Work with Security to insure the safety of company property.
- Issue and change Software Load Files with Tandem.
- Pinged Routers and Link converters.

### EDUCATION

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Communications - 1989(California State University - Sacramento, CA)

