

ROBERT SMITH

Information Systems Consultant II

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Experienced information systems technician with great management and leadership skills. Strong skills in direct, telephone and remote support. Excellent trainer on computer systems, software, telecommunications, safety and security. Excellent dependability, knowledge, discipline and loyalty. Experienced with HIPAA, Facility and Fleet management, Facility Safety, and Vendor Relationships.

EXPERIENCE

Information Systems Consultant II

Tech Support Computers - OCTOBER 2005 - 2020

- Provided all Information System, Telecommunication, Facility, and Maintenance support for 7 office locations in 5 states.
- Maintained computer inventory records for all Information Systems, including computer and network hardware, all software, desk phones, mobile phones, printers, and facility access devices.
- Operated the company Help Desk, creating and maintaining records of all trouble tickets to help ensure proper maintenance and upkeep of computer and network hardware, software as well as proper support and training of all users.
- Installed, configured, and supported the organizations local area network (LAN), wide area network (WAN), Telecommunications (Landline and Mobile) and Internet systems.
- Monitored and tested Web site performance to ensure Web sites operated correctly and without interruption.
- Administered network and software (EMR) security measures.
- Performed network maintenance to ensure networks operated correctly with minimal interruption.

Information Systems Consultant

Delta Corporation - 2000 - 2005

- Service Oriented Architecture to relieve data in jail symptoms as well as to reduce silos in organization.
- Business Intelligence and Data Reporting to improve enterprise decision making and organizational insight.
- Unification of lead to closeout and accounting workflow.
- My first project with Advanced Data-Comm was to migrate the company from a mini-computer environment to a PC-Based Local Area Network, and to .
- Also served in a consulting role and performed other tasks as needed on a part-time basis.
- IT consultant, analyst, programmer and manager for major telecommunications provider in unique contract services arrangement.

- NationsBank - Served as database administrator and Project Leader.

EDUCATION

- Associate of Science in Computer and Information Sciences and Support Services - 2001(Mohave Community College - Lake Havasu City, AZ)

SKILLS

MS Office, Management.