System Support Technician III

ROBERT SMITH

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Objective

6 years of professional experience in IT or related fields. Clear communication, interpersonal and organizational skills are strengths possess. Work-ethic and energy results in me being a quick learner and forming cohesive teams. both an optimistic and solution oriented person, dedicated to achieving results and problem solving.

Skills

Business Development, Business Analyst, Mentor, Leadership, Telecommunications.

Work Experience

System Support Technician III

ABC Corporation - July 2012 – May 2013

- Supported for VDI labs pool creation, and application installations using Vmware, and ECHO Setup and configuration of application servers used for classroom instruction.
- Updated software, passwords, etc.) for the purpose of ensuring compliance with group policy and departmental guidelines.
- Evaluated malfunctions of computer hardware and/or software and network applications for the purpose of determining appropriate actions to maintain computer and network operations.
- Regularly attended meetings for the purpose of conveying and/or gathering information required to perform technical problem solving installing hardware, software patches, application software peripherals and network applications for the purpose of maintaining a safe and effective site operation.
- Routinely performed involves performing the initial software and security set-up of workstation computers, mobile devices and other peripherals for the purpose of meeting the computer processing and mobile device needs of corporate employees.
- Supported 1000+ IT hardware components and video conferencing equipment.
- Provided system and network configuration support for 700+ local and remote users.

System Support Technician

Delta Corporation - 2011 – 2012

- Responsible for supporting and troubleshooting Point of Sale systems for international retail companies.
- Provided resolutions to system errors, network issues, and hardware faults.
- Utilized project tracking software to prioritize, track, monitor and escalate issues according to service agreements.
- Commended for having a high first resolution percentage, outstanding attendance, and high level customer service.
- Responsible for the installation and maintenance of IT equipment including (but not restricted to) printers, scanners, VoIP phones and workstations.
- Supporting users using remote access and also by visiting users offices.
- Diagnosis of desktop, application, networking and infrastructure issues Troubleshoot PCs, laptops, and mobile devices Responsible for supporting .

Education

B.A. in Fine Arts and Visual Technology - 2008(George Mason University)