

ROBERT SMITH

Sr.System Technician

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SUMMARY

Strive to perform all work according best interest of company. Dedicated to monitoring all progress and performance, quality and timeliness of all duties assigned for personally, others working with me.

CORE COMPETENCIES

IT Installation PC Repair, Help Desk IT Support.

PROFESSIONAL EXPERIENCE

Sr.System Technician

ABC Corporation - May 2006 – July 2012

Key Deliverables:

- Ensured proper installation of cables, operating systems software.
- Followed internal procedures for change management, incident management escalation.
- Evaluated conducted technical functional research and analysis.
- Escalated unresolved issues to appropriate level.
- Provided after-hours support for applications and project efforts when needed.
- Referred to blueprints, repair manuals parts catalogs to diagnose repair equipment.
- Operated precision measuring instruments electrical electronic testing devices.

Sr.System Technician

Delta Corporation - 2001 – 2006

Key Deliverables:

- Manager David Schwartz phone 317-327-7320 Customer service and relations Diagnostic, programming, and repair of digital Motorola P25 radio system .
- Tel# (574) 968-1860 First level troubleshooting of various Windows Operating Systems.
- Implementing and administering group policy, log-in related problems and access permission issues.
- Patch management of Windows systems and familiarity of SDN applications.
- Columbus, Montana Perform sweep and balance of trunk and feeder system and correcting any impairments in the HFC system..Utilize all current status .
- Repaired/Installed Internet systems - Installed camera systems.
- Tech support for all network and desktop functions for Huntsville City Schools.

EDUCATION

- Word Processing - 1999(Navarro Junior College - Corsicana, TX)