Robert Smith
Help Desk Engineer III

CONTACT DETAILS

1737 Marshville Road, Alabama
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PERSONAL STATEMENT

To obtain a position and be a major contributor within your organization by using my strong troubleshooting skills, ability to find simple and cost effective solutions, customer service background, ability to work in a team environment or on own and using willingness to continue to learn.

WORK EXPERIENCE

Help Desk Engineer III
ABC Corporation -   April 2015 – August 2015

Responsibilities:

- Provides support for 100+ users in five different locations nationwide.
- Troubleshoots network connectivity, iPads, PCs, switches, servers, firewall, IP phones and mobile devices.
- Responds to, escalates and resolves all tickets.
- Works with the IT manager to ensure all tickets are resolved in a timely manner.
- Creates users in active directory, resets passwords, creates distribution groups and troubleshoots any active directory issues.
- Manages the companys Mobile Device Management program.
- Configures and supports mobile devices for the remote users in different states.

Help Desk Engineer
Delta Corporation -   2013 – 2015

Responsibilities:

- Built network infrastructure (cable/fiber installation, installed switches, set-up the base defense operations center and associated IT equipment).
- Managed and supervised help desk in a wartime mission environment Provided direct support services to three command posts, 964 Secret Internet .
- Responsible for the accountability, installation, operation and maintenance of automation equipment valued in excess of $4M.
- Configured user and equipment accounts in Active Directory, Exchange, and on the DHCP server Performed server builds, configuration, and maintenance .
- support to resolve operational issues Troubleshoot, build, repair workstations to include imaging using Symantec Ghost Provided support to users on .
- Support the Home Depot Enterprise across the United States, Alaska, Canada, Hawaii, Guam and Puerto Rico support of Unified Communications and .
- Managed IT Services for 30+ clients (5-50 users per client) Remote support for Hardware and Software issues to include peripherals Remote support for .

SKILLS

Desktop Support, Telecommunications, Customer Service, Hardware, Active Directory, Novell, Server.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

Education

Bachelor of Science in Cyber Security Systems - September 2009(Saint John's University - New York, NY)