

ROBERT SMITH

Asst. Help Desk Engineer

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

To work in a challenging Help Desk Engineer position with an organization that provides sample opportunities to learn and contribute.

CORE COMPETENCIES

Management, Organizing.

PROFESSIONAL EXPERIENCE

Asst. Help Desk Engineer

ABC Corporation - January 1988 – October 2014

Key Deliverables:

- Coordinates all high-end custom requests with Help Desk Leader, Mfg.Engineering and Management during the approval process.
- Researches solutions of manufacturability for customers requests.
- Maintains accurate information systems including standard product drawings and priority procedures lists.
- Serves as resource to Engineering on new product development from custom requests.
- Collaborates with editors and Rep.Offices on order write-up, pricing and print requirements.
- Maintains Help Desk Database index for product availability and limitations for all product lines.
- Supplies information to Management as needed.

Help Desk Engineer

Delta Corporation - 1985 – 1988

Key Deliverables:

- Provide desktop/server support for clients from various companies both hardware and software related to keep work stoppage to a minimum.
- Work to include Active Directory user creation/troubleshooting, Exchange mailbox creation and maintenance, OS troubleshooting.
- Managed and resolved customer video communications issues and utilized ERP software to initiate trouble tickets and track progress through issue .
- Sales and Procurement Accomplishments Deployed a Microsoft Dynamics ERP Software platform that successfully improved job process flow Appointed the .
- Provided exceptional customer support and guidance for US Army contract to help support Rockwell Collins low manning Provided operation and .
- Assemblage and maintenance of computer, networks, O.S.
- and software installation.

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EDUCATION

Diploma - September 1976(Chief Logan High School - Highland Park, PA)

