

ROBERT SMITH

System Support Technician II

info@qwikresume.com | <https://Qwikresume.com>

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

JULY 2012 - MAY 2013

SYSTEM SUPPORT TECHNICIAN II - ABC CORPORATION

- Maintained detailed and organized inventory management through the use of Microsoft KACE 1000 asset management system.
- Installed and maintained training rooms for new employees through the use of cable management and network configuring.
- Managed and maintained user accounts through the use of Active Directory.
- Led the implementation of new employee system imaging through the use of Microsoft KACE K1000.
- Configured telephone and teleconference equipment for the use of corporate meetings.
- Assisted employees with software issues such as software updates, software glitches, and needed software installs.
- Designed and planned guest customer workstations such as computer, t-shirt template books, and color palates for the use of direct support from internal employees.

2008 - 2012

SYSTEM SUPPORT TECHNICIAN - DELTA CORPORATION

- Supported 1000+ IT hardware components and video conferencing equipment.
- Provided system and network configuration support for 700+ local and remote users.
- Maintained detailed and organized inventory management through the use of Microsoft KACE 1000 asset management system.
- Installed and maintained training rooms for new employees through the use of cable management and network configuring.
- Managed and maintained user accounts through the use of Active Directory.
- Lead the implementation of new employee system imaging through the use of Microsoft KACE K1000.
- Configured telephone and teleconference equipment for the use of corporate meetings.

EDUCATION

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

SKILLS

Business Development, Business Analyst, Mentor, Leadership.