

Sr. Information Systems Consultant

ROBERT SMITH

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Objective

Seeking a position in Information Technology utilizing software troubleshooting and hardware installation skills to maximize overall efficiency.

Skills

Microsoft Active Directory, PC Hardware.

Work Experience

Sr. Information Systems Consultant

ABC Corporation - 1998 - 2013

- Scheduled setup and supported Video Conference calls for Chicago Office.
- Domestic and International configurations.
- Installed, configured and trained customers in use of VPN, and Cisco Any Connect remote access software.
- Tasked with creating training materials for use by ISCs to train customers across the enterprise, Using PowerPoint and Microsoft Word.
- Traveled to several locations within the country, installing hardware, software upgrades and operating systems.
- Supported several satellite offices Prepared, staged and deployed new employee hardware, desktop, laptops, blackberries, Telephone, and Voice mail.
- Responsible for hiring/onboarding/training of their region SIS Coordinators and Registrars.

Information Systems Consultant

Delta Corporation - 2001 - 2006

- IT consultant, analyst, programmer and manager for major telecommunications provider in unique contract services arrangement.
- Support the Travelers Insurance office in Hunt Valley, Maryland which houses over 700 associates.
- Installing new hardware and software in conjunction with company initiatives in addition to supporting cross-functional information systems such as .
- Maintain one remote site with 22 associates and provide service to the Emergency Response Team, Small Commercial Team, Claims and Bond Surety Team .
- Completed 4-month consultant contract.
- Developed and supported SAS based automotive leasing, and financial statistical analysis system.
- This was developments of both batch and online systems on SUN platforms.

Education

Management Service Essentials - (Military Police Academy - Hampton, VA)