Senior Network Technician III
ROBERT SMITH

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Objective

Over 15 years of professional experience with strong background in user support and administrative responsibilities. Skilled at communicating with users in a timely manner and committed to solving network issues and ending user issues quickly and efficiently. Strong analytical problem solving skills in all aspects of Networking, Servers, Laptops and PC's.

Skills

Windows Server 2008, Linux, Asterisk, VMWare, Exchange Server, SCO UNIX, TCP/IP, VOIP, Visual Basic.

Work Experience

Senior Network Technician III

ABC Corporation - February 2009 – May 2011

- Provided network, hardware, and software support for 350 users in an organization with 10 connected sites, including phone support 80 laptop/aircard users who worked within the community.
- Successfully implemented and maintained a Voicent automated call reminder system.
- Successfully captured all enterprise IT assets (hardware and software) in an asset management system, integrated into the IT Service Desk for tracking of assets and to ensure license compliance.
- Implemented first phase of virtual desktop initiative, utilizing XenDesktop and XenServer.
- Assisted in the support of all network equipment (10 sites connected via Fiber TLS mesh and fractal T1 circuits).
- Supported Cisco SSL VPN solution (including mobile aircard access for 80 laptops).
- Assisted in the support of server administration and maintenance (15 physical servers including Dell and HP, and 40+ virtual servers running Windows 2008 R2 on XenServer).

Senior Network Technician

Delta Corporation - 2007 – 2009

- Provided desktop help support utilizing a trouble ticket system to assess and answer information technology issues.
- Regularly installed, troubleshot and performed repairs on both software and hardware.
- Trained incoming personnel to provide desktop support while abiding by all organization policies and procedures.
- Performed system administration functions and planned, coordinated, and implemented network security measures to protect data, software, and hardware.
- On-Site service for LAN/WAN network trouble shooting.
- Supported Windows operating systems.
- Responsible for the day to day maintenance of the Novell 3.12 network, desktops, and servers.

Education

Bachelor's- (Raytown South High School - Raytown, MO)