

# Robert Smith

## Lead System Technician

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
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[www.qwikresume.com](http://www.qwikresume.com)

### **PERSONAL STATEMENT**

succeed in an environment growth excellence and earn job which provides me job satisfaction self development help achieve personal organization goals.

### **WORK EXPERIENCE**

#### ***Lead System Technician***

**ABC Corporation - December 2014 - June 2015**

##### *Responsibilities:*

- Identifies and evaluates technology device equipment malfunctions; troubleshoots performs appropriate repairs for purpose of restoring devices functional operating condition.
- Collaborates with schools enrollment clerk in assignment issuing devices to students collection of devices from withdrawing students.
- Enters updates documentation tracking information into instructional materials asset management system in order to maintain current, accurate records.
- Performed routine preventative maintenance and recommended/required updates specified by hardware manufacturers and software programs; installs removes programs necessary for proper operation.
- Responds to wide variety of inquiries and concerns from teachers, school staff, and students purpose resolving technical support issues and providing information needed.
- Utilizes school districts online maintenance work order management system enter update work orders regarding damaged malfunctioning technology devices.
- Assists in implementation of large technology projects annual collection and distribution of technology devices within school district.

#### ***Lead System Technician***

**Delta Corporation - 2010 - 2014**

##### *Responsibilities:*

- I resumed system technician duties at RRD GTS Houston facility through temp agency.
- Traveled to Louisville, Kentucky working with RRD GTS North American Project Manager opening a new production facility for HP Services account.
- Quickly troubleshoot and resolved hardware and software problems on production lines.
- Provided technical support for production line and support personnel.
- Performed work station configuration and relocation.
- Managed application state using server and client-based State Management options.
- Worked extensively with the eTow management and distribution software and libraries.

### **SKILLS**

Communicator , Team Player, Meticulous Manager, Dedicated, Accountable.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

## **Education**

Associates of Computer Information Technology in Computer  
Information Technology - (J.F. Drake State Technical College - Huntsville,  
AL)