ROBERT SMITH

IT Administrator

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

SUMMARY

Accomplished network security analyst, network administrator, and desktop support technician with a history of leadership, responsibility, and consistent advancement. PROFILE More than a decade of distinguished service with the United States Army and Missouri Army National Guard Technical background includes high-security network design, implementation, and large-scale IT support Granted Top-Secret / SCI security clearance by FBI SSBI for assignment to US Army/NSA encryption systems.

CORE COMPETENCIES

IT Helpdesk.

PROFESSIONAL EXPERIENCE

IT Administrator
ABC Corporation - September 2009 – August 2011

Key Deliverables:
- Provided IT support for all MPB team members, responding to telephone calls, email and personal requests for technical support.
- Primary IT support for Virginia South East Region, which included branch offices in Chesapeake, Richmond, Roanoke, Williamsburg, Virginia, and Raleigh, North Carolina.
- Traveled to field project sites in support of team members not regularly in offices.
- Performed new hire IT orientation, providing instruction on proper use of computer and laptop equipment.
- Evaluated and installed new software releases and patches.
- Network support consisted of weekly server status checks, maintenance, monitored system logs and back-ups to ensure data integrity.
- Installed, configured, branch office networks servers.

IT Administrator
ABC Corporation - 2005 – 2009

Key Deliverables:
- Built this startups entire Windows 2000 infrastructure from the wire up leveraging Internet based technologies to maximize the user experience at minimal expense.
- Implemented firewall, DMZ and secure VPN remote access using an embedded Linux based Watchguard Firebox III.
- Managed Cisco 1720/2621 routers, Linksys switches and frame relay T1 connection as well as Dell servers and workstations.
- Designed and managed critical DNS, SMTP/POP3, Active Directory, DHCP, IPSec/PPTP VPN , Veritas/DLT backups, antivirus strategy, Windows 2000 based file/print/app services and internal/external WWW/FTP sites.

- Created internal web based help desk (Liberum), monitoring systems (BigBrother) and asset tracking system (AssetMetrix) using free open source software and online services.
- Configured NNTP news server with cross posting gateways to SMTP mail lists for archival.
- Managed SQL 2000 based sales force automation software (Saleslogix) and security system..

EDUCATION

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