

ROBERT SMITH

System Manager I

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

SUMMARY

Eager to apply over 25 years IT extensive experience, excellent programming / analyst skills and in-depth AS400 platform knowledge to create profitable and well-received computer software products in a timely manner. Thorough understanding of accounting, manufacturing, and distribution IT environment. Strong organizational skills. Strong analytical and problem solving skills. Close attention to details. Hands-on involvement of full life-cycle projects.

CORE COMPETENCIES

Project Management, Project Development, Customer Relationship Management.

PROFESSIONAL EXPERIENCE

System Manager I

ABC Corporation - July 1994 – December 2001

Key Deliverables:

- Responsible for entire system operation, including Office Manager, CSRs, and Technicians.
- Accomplished entire system rebuild, Including areal to underground conversions.
- Evaluated in great detail printer contracts, and made persuasive recommendations resulting in a savings of \$45,900 from the previous contract.
- Proposed and successfully lobbied for PaperCut MF (TM) print management software, resulting in a five year savings of Promoted the partnership agreement with HiEd, Inc.
- Responsible for hardware, software, and network support to over 60 institutional classroom and computer labs with a total of 1700 computers.
- Initiated the research of administrative tools and networking utilities that provide efficiency in managing laboratory and classroom computers remotely, which reduces down time.
- Conducted the hiring, training, evaluation, counseling, and termination of staff members.

System Manager

Delta Corporation - 1989 – 1994

Key Deliverables:

- Daily checkups and maintenance of an electronic betting HUB.
- Work closely with Global Network Operations Manager as part of a 2 person team supporting a large global IT network to include 8 sites, 500+ users, .
- First point of contact for all IT related support & network troubleshooting for the company Installation and Maintenance of Switches, Routers, Access .

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- Locally and remotely maintain five Top Secret and Secret Exchange, Application and file servers providing public folder, internet mail connection, .
- Supervised back-ups and File transfers from separate classified servers.
- Responsible for the operational flow of SMTP mail via DOS, CTOS 3.3.8, and NT 5.5 Exchange OS interconnections with outlying agencies.
- Supervised, supported, and installed classified video teleconferencing suites between separate DOD, DOT, and DOE agencies.

EDUCATION

MBA in Business Administration - (Herriot-Watt University - Edinburgh)

