

ROBERT SMITH

Asst. System Support Technician

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Use innovative strategies in troubleshooting and diagnosing machine and network issues, always striving for customer excellence. Experienced with fast paced atmospheres, project management, and deadline-oriented tasks. Positive attitude and work well in variety of environments and situations.

EXPERIENCE

Asst. System Support Technician

ABC Corporation - SEPTEMBER 2001 - JANUARY 2015

- Responsible for maintaining computer systems district wide.
- Solely responsible for the preparation and execution of all product release samples for shipment to external testing sites.
- Responsible for shipment of raw material samples to external sites.
- Revised necessary SOPs to improve sample management process flow and reduce errors in process.
- Tracked the movement of product samples throughout the site as well fulfill any sample requests for appropriate labs throughout the site.
- Prepared site for FDA and other regulatory audits Certifications Earned Certified Trainer through Train the Trainer program.
- Created training rubric for future sample management technicians.

System Support Technician

Delta Corporation - 1996 - 2001

- Maintenance of student and faculty PCs, Maintained Information Technology and Electronic Engineering Lab Monitor and maintain office supplies, .
- System Administrator Responsibilities include First Responder to day to day help desk issues Keeping Computers and Server up to date with latest .
- Performed Hardware/Software installation and configuration on PCs/Servers/Laptops.
- Provided customer support and training, travelling to U.S.
- Army locations around the United States.
- Integral part of 4 person system support team that managed a National Computer Network of users.
- Daily control and security of literally Billions of Cash Dollars from the end users to the corporate offices.

EDUCATION

- A.A.S. in Computer Engineering Technology - (Pennsylvania Institute of

SKILLS

Objective C, iOS, Android Studio, Eclipse, Visual Studio 2013, MVC, Web forms, HTML5, CSS3, Javascript, SQL, Bootstrap.