

# IT Administrator/Slot Engineer

## ROBERT SMITH

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### Objective

Dedicated in providing, complex and specialized network support to clients and strong computing skills using Microsoft operating systems and office applications as well as network related software products. Trained in use of several diagnostic tools and troubleshooting equipment. Able to effectively communicate, verbally and written, with end users, co-workers, facility directors and third party service providers with various levels of computer knowledge to identify their individual needs.

### Skills

Microsoft Office Suite, Microsoft Windows, Microsoft Windows, Microsoft Server.

### Work Experience

#### IT Administrator/Slot Engineer

**ABC Corporation** - 1995 - 2007

- Installed new software releases, system upgrades, and evaluated and installed patches and resolved software-related problems.
- Performed system backups and recovery using Backup Exec.
- Maintained data files and monitored system configuration to ensure data integrity.
- Installed, configured and maintained organizations operating systems.
- Analyzed and resolved problems associated with server hardware and applications software.
- Detected, diagnosed, and reported related problems on server, desktop and laptop systems.
- Supported and insured that all network cable connections met industry standards.

#### IT Administrator

**ABC Corporation** - 1994 - 1995

- Managed workstations running Windows 2003 Server.
- Train employees on various software.
- Create/maintain users on server.
- Make sure system is online and connected to server, server printing, data backup.
- Install/upgrade/troubleshoot software and hardware peripherals.
- Maintain company website.
- Post inventory of cars online through eBay, Craigslist, and Autotrader..

### Education

Bachelor's in Management Computer Information Systems - 2004(Park University - Fort Bliss, TX)