Robert Smith

Senior Network Technician

Phone (123) 456 78 99
Email: info@qwikresume.com
Website : www.qwikresume.com
LinkedIn: linkedin.com/qwikresume
Address: 1737 Marshville Road, Alabama

SUMMARY

To obtain aSenior Network Technician position that will allow use experience and technical ability while allowing to expand and to improve career path while providing the best service possible. Professional experience.

SKILLS

Installation, configuration, documentation, maintenance,.

WORK EXPERIENCE

Senior Network Technician

ABC Corporation - 1986 – 2000

- Responsible for Help Desk support on rotating basis or as needed.
- Responsible for evaluation and completion of user service request requiring budget approvals, equipment evaluation and purchase and when needed training of new equipment and or applications to clients.
- Provided support to mainframe network of approximately 1600 users and also to various LAN environments consisting of several vendor hardware and software applications.
- Responsible for product evaluations and integrations, Training of new personnel to the department in either Network or Help Desk functions.
- Responsible for all Mainframe IBM 3174 micro code upgrades and maintenance.
- Responsible for creating standards and procedures, of which there were none, for Help Desk use.
- Interacted with various departments, clients, and end users to help resolve application and network-related problems.

Senior Network Technician

Delta Corporation - 2002 – 2006

- Provided computer, software, and network services to businesses in the St.
- Trained technicians and provided sales support to reduce warranty & support costs.
- Built service department software systems to maintain technician diagnostic tools as well as streamline system builds through automated operating .
- Team leader for the PC software support team which provide 24x7 support for AOLs customers and internal users.
- Was also responsible for ensuring my team and others had access to the resources needed to provide the answers to customers in the most efficient way.
- Ensured there was proper phone coverage for the multiple Microsoft based products we supported.
- Responsible for inventory tracking and life cycle assessment of all network hardware and software assets Assisted with the evaluation, recommendation,.

EDUCATION

Business Administration - (St. John's University - Jamaica, NY)