

# ROBERT SMITH

## Help Desk Engineer I

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

### SUMMARY

Problem solver, who understands business principles, and is experienced across multiple IT platforms. Looking to advance career in the IT field and to expand knowledge and abilities. Professional, dedicated and loyal employee.

### CORE COMPETENCIES

Unix, Communication, Customer Service, Computer, Troubleshooting.

### PROFESSIONAL EXPERIENCE

#### Help Desk Engineer I

**ABC Corporation - March 2015 – September 2015**

##### Key Deliverables:

- Works on Help Desk tickets that come in via phone or email.
- Deploys and re-provisioning Mobile Phone system.
- Generates ticket with Microsoft ticketing system.
- Monitors and manages system alerts and notifications and respond appropriately through service tickets.
- Writes Change Request and SEVs through email notifications.
- Monitors Stakeholders Cameras using Genetec and Security Desk to.
- Troubleshoots and documents cameras with issues.

#### Help Desk Engineer

**Delta Corporation - 2010 – 2015**

##### Key Deliverables:

- Install, Maintain and Troubleshoot Workstations Perform Software installations and updates Install Trend Micro Anti-Virus Maintain and troubleshoot .
- Provide helpdesk support and resolve problems to the end users satisfaction - Monitor and respond quickly and effectively to requests - Utilize and .
- Conduct research necessary to develop and revise training agendas and prepare instructor and student materials, including but not limited to, course .
- Provides customer support and serve as main point of contact for system service desk - Maintain frequent contact with customers and monitors issues .
- Possess ability to troubleshoot and resolve user problems and raises priority of actions accordingly.
- Ticket creation, management, escalation, and follow-up -Identify the nature of the call and attempt initial troubleshooting on thin clients -Resolve .
- Responsible for prompt, timed, phone-based turnaround times on problems with mission critical shipping systems, including proprietary UPS systems.

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### EDUCATION

- Bachelor of Professional Studies in Network & Communication Management - 2009(DeVry University New York - New York, NY)