

ROBERT SMITH

Help Desk Engineer

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SUMMARY

Solution-oriented user support professional with nine years of experience providing hardware, software, and web based technical support in military, government and educational environments. Strong problem solving and leadership capabilities and a demonstrated ability to explain complex technical issues to non-technical users.

SKILLS

Communication, Research and Planning, Human Relation, Leadership, Customer Relations, Work Survival, Innovation, Interpersonal Abilities, Mathematical.

WORK EXPERIENCE

Help Desk Engineer

Institute Of Museum And Library Services - July 2014 – 2020

- Maintain TrackIt Technician ticketing system for ticket creation and management of approximately 150 end IMLS clients request daily prioritizing assigned request levels.
- Acknowledges clients request via e-mail, on site and/or ticketing system in a timely manner.
- Generates and analyzes the Helpdesk Performance Metric reports to COTR monthly achieving an 80 - percent average consistently of the agencys Acceptable Quality Levels in response to meeting customers needs.
- Completed the task of imaging and PC roll out of Surface Pro 3 machines for agency staff within 1 month, improving user experience with new technology through effective communication and training.
- Supports Network Administrator with database and system backups routinely; relabeling, replacing and wiping tapes.
- Inventories IT equipment to users and individual locations.
- Also delegated to compute relocation and/or replacement of equipment in the Inventory Management database and Equipment Transition Form.

Help Desk Engineer

Delta Corporation - 2010 – 2014

- Setup and Installation of network routers/switches/wifi devices.
- Provide support to the Help Desk staff with their phone support/remote IT support to clients in the NOVA area Equipment Windows Server OS, Desktop .
- Participated in On-call rotation for after hours support Provided excellent support in a Cloud hosting environment, mostly with quickbooks and other .
- Supporting over 1000+ users using Citrix Xen App virtual applications and Xen Center, AWS and Active directory.
- Creation of new accounts and light powershell scripting.

- Support all IT/help-desk needs for onsite as well as remote users, including desktop/laptop configuration and repair and general IT troubleshooting .
- CDW and AT&T Author and maintain all internal IT documentation including HOWTOs and FAQs Maintained the VOIP and PBX systems.

SCHOLASTICS

- Associate of Science in Information Technology - January 2013(Prince Georges Community College)