ROBERT SMITH

Sr. System Support Technician

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SUMMARY

As a motivated and resourceful IT professional, seeking to contribute technical abilities to an organization. also bring solid ancillary skills in customer service, quality assurance, and technical research to the table; and eager to roll up sleeves as a pro-active team player. Achieving our teams' goals and milestones at every opportunity is focus. available for both contract and full time positions.

CORE COMPETENCIES

Excel, Coordinator, Customer Relations, Project Management.

PROFESSIONAL EXPERIENCE

Sr. System Support Technician
ABC Corporation - December 2012 – March 2016

Key Deliverables:
- Developed configured and installed images for labs and classes and mapped network accessibility for printers and share drives.
- Migrated Novell and GroupWise accounts to Active directory and Microsoft Exchange.
- Prepared ImageGhost server to be used for unicastmulticast over.
- Coordinated with vendors to troubleshoot and resolve problems.
- Performed preventative maintenance and install software updates.
- Tracked and monitor tickets to ensure a proper and timely resolution.
- Resolved technical support issues that cannot be resolved by the Help Desk.

System Support Technician
Delta Corporation - 2010 – 2012

Key Deliverables:
- Installed and remotely troubleshot workstations, networks and servers.
- Liaised with clients to solve and prevent technical issues on individual workstations, and worked directly with project manager during office build-.
- Notable Accomplishments Promoted to sales engineer after one year.
- Managed Active Directory users for staff and students - reset passwords, and configured AD group memberships Provided training for new teaching staff .
- Worked in a team to provide computer support for 150+ local users and remote users at other offices via phone walkthrough or remote connection .
- setup phones, voicemail boxes, move phones Repaired computers and perform basic printer maintenance Aided in troubleshooting networking issues and .
- phones, printers, copiers.

EDUCATION

- ▪ Associates of Applied Science Degree in Computer Networking & Systems Administration - 2009(Texas State Technical College - Waco, TX)