

# Robert Smith

## System Support Technician

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### SUMMARY

To use skills in troubleshooting and setting up computer hardware and software to improve productivity in a fast paced environment. Skills and Expertise Computer Repair and Networking: Held certifications in Macintosh OSX, Macintosh Desktop and Portable. Expert level troubleshooting.

### SKILLS

MS Office, Adobe, Networking, Administration.

### WORK EXPERIENCE

#### System Support Technician

ABC Corporation - April 2008 - November 2009

- Maintained and supported for IBM warranties.
- Provided extensive support for 7 public schools serving over 4,000 students Configured and deployed over 3,000 .
- Supervised 5-8 technicians to insure quality products are assembled, configured, and leave the facility .
- Responsible for Intel, Sears, Cisco, and other large accounts Served various roles including Assembler, Technician, and Trouble Shooter.
- Prepared and utilized WDS Server using Windows Deployment Toolkit Created custom task sequences for different device models.
- Imported and deployed cab files for device drivers, troubleshot driver problems for individual models.
- Researched and made decisions on ITSM solutions for company development.

#### System Support Technician

Delta Corporation - 2004 - 2008

- Provide network device configuration and troubleshooting for operating system and network hardware.
- Served as technical contact on WAN Link upgrade project Provided on-site technical administration for VoIP Avaya IP Office Manager 6.1 Provide .
- Provided technical support for Catalinas proprietary store software and hardware.
- Provided over 100 inbound calls per day to retail stores.
- Exceeded daily quota of closed calls by 40%.
- Improved customer service ratings.
- Installed and upgraded software on current computers network at the school district.

### EDUCATION

Bachelor's In Advanced Networking - 2008(University Of Phoenix)