

ROBERT SMITH

System Technician II

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Quality focused IT professional offering accomplished experience, credentials and technical expertise in areas of computers, mobile devices, networking, software, system architecture.

2005 - 2020

SYSTEM TECHNICIAN II - HSBC

- Support more than 3000 end-users, locally nationally.
- # Expertly assemble, install and maintain wide array of desktops, A/V equipment, printers, mobile tools, and Nortel Avaya phone systems.
- # Managed configuration performance management of all PC systems telecommunications.
- # Troubleshoot, analyzed.
- Achieved high level of customer satisfaction through patient, methodical approach problem resolution, with majority calls resolved within 20 minutes.
- Turned around tense situations positive outcomes.
- # Assisted internal and remote clients with issues involving system navigation, Active Directory account administration, network configuration, file system architecture, operating systems.

1990 - 1992

SYSTEM TECHNICIAN II - DELTA CORPORATION

- Virtual Entrepreneurship Center (VEC) Provide audio visual system configuration, installation and testing on multiple computer systems Did .
- Perform maintenance support, administer, and configuration on the customer VEC website infrastructure.
- Provide Huntsville City Schools computer support and troubleshooted their computers.
- Installed software on the students laptops also.
- Installing PA and lighting systems Trouble shoot and repair equipment to component level FOH Engineer Monitor Engineer.
- Troubleshooting system and drop line faults Identify and correct outside distribution problems Calculate DB losses Maintain system levels as .
- Responsible for installation, maintenance, troubleshooting, and repair of computer hardware and software in both a Windows and Unix environment .

EDUCATION

Associate of Science in Information Technology - (Technical Career Institute -

New York, NY)

SKILLS

Microsoft Office, Windows Firewall, Proxy Servers, Windows Xp, Windows 7, Windows 8, Kali Linux, ACAS.