Robert Smith

Data Center Operator

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SUMMARY

Around 14 years of experience in enterprise level Datacenter operations: operations, HelpDesk, support, backup/restore and printers. Strong skills in Sun Solaris 2.x, Solaris8, Solaris10 Windows2008, Windows 2003, Windows NT 4.0 and AS/400. Working knowledge of VM, VSE, VMS 7.2 and Linux. Data Center Support Backups and restores using Nertbackups, BackupExec, ArcServe, ufsdump, and tar.

SKILLS

 6 Years of experience in Windows/Unix server.

WORK EXPERIENCE

Data Center Operator

ABC Corporation - December 2011 – August 2014

- Provided technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Responded to queries over the phone.
- Walked customer through problem-solving process.
- Installed, modified, and repaired computer hardware and software.
- Run diagnostic programs to resolve problems.
- Followed up with customers to ensure issue has been resolve.
- Provided preventive maintenance and emergency services for users and administrators.

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Delta Corporation - 2009 – 2011

- UCA Services, Inc.
- @CommerzBank, 2-WFC New York 07/09-07/10 Computer Operation Operate, monitor and control Computer systems according to program instructions and procedures.
- Troubleshoot issues, escalate and coordinate escalated calls as needed.
- Maintain organization of Data cater, security, power panels, UPS, HVAC and fire safety equipment.
- Rack and stack server for operations, racking and patching necessary network copper and fiber cables to switches.
- This is Dummy Description data, Replace with job description relevant to your current role.
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EDUCATION

Information Technology - August 2003(Community College Of Allegheny County - Pittsburgh, PA)