Robert Smith
Senior IT Administrator

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

PERSONAL STATEMENT

Over 5+ year's Help Desk / Desktop Support including analyzing, designing, installing, maintaining, and repairing hardware, software, peripherals, and networks. Proven customer service skills, detail orientated, self-directed, and results driven. Skilled in communicating highly technical information to both technical and non-technical personnel. TECHNICAL SKILLS Networking: LAN, TCP/IP, DHCP, and DNS.

SKILLS

Microsoft Office, Switches, Server 2012, Linux, Windows, Apple, Dell Sonicwall OS.

WORK EXPERIENCE

Senior IT Administrator
ABC Corporation -   2004 – 2007

Responsibilities:

- Responsible for design, administration, maintenance and improvement of all company IS, IT and communications systems at two operating sites.
- Administration of company ERP system User desktop support Manage all IT/IS related projects Administer all IT/IS, communications, access control and video security systems Reduced departmental operating expenses by 28%, while improving network performance and user support experience.
- Implemented paperless document control system, reducing Sales and Accounting department paper usage by, roughly, 75%.
- Managed implementation projects to transition company to new ERP, Job Costing and Time and Attendance systems.
- Managed project to expand and improve building security systems.
- Managed project to design and implement new off-site data backup and disaster recovery system.
- Managed implementation of bar code inventory control systems in warehouse facility.

IT Administrator
ABC Corporation -   2000 – 2004

Responsibilities:

- Active Directory.
- Managed User, security, distribution groups.
- Groomed and maintained Group policy for over 500 users Exchange / Help Desk/ Mobile Device and Hardware Administrator.
- Exchange 2013 - User and distribution.
- MDM Manager Win/OSx laptops, Android/iOS phones and tablets Spiceworks and Airwatch used to manage devices Desktop / Laptop Administrator.
- Procurement, imaging, deployment, upkeep of 300 mobile systems.
- Apple, Windows 7 and 8, Chromebooks and tablets.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

Education

A.A.S in ELECTRONICS ENGINEERING - (EDUCATION AMERICA)