Robert Smith

Senior IT Engineer

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SUMMARY

Accomplished DevOps professional with the proven ability to design systems, procedures, & documentation to increase operating efficiency of software development and IT infrastructure. Extensive experience in large scale system administration, and technical leadership.

SKILLS

Enterprise Architecture, Cloud Computing, Disaster Recovery, Virtualization, Professional Services, Programming, Integration, IT Management, SAAS.

WORK EXPERIENCE

Senior IT Engineer

Computer Technology Corporation - 2009 – 2020

- Displayed excellent ability to clearly understand complex technical ideas while utilizing analytical and problem solving skills to evaluate the status of IT needs and implement effective networking and systems solutions.
- Conveyed technical issues in easy to understand terms to a wide range of audiences, serve as a trusted liaison and facilitator of business solutions, and influence outcomes and decisions for a variety of technology matters.
- Performed analysis and diagnosis of networking, systems, and infrastructure problems, serve as subject matter expert for team members, and maintain thorough knowledge of hardware, software, and networking solutions.
- Ensured efficient and accurate technical and network support by promoting an environment that delivers high quality service.
- Identified and recommended effective technology solutions that improve the overall reliability, responsiveness, and efficiency of IT systems, networks, security, and processes for both internal and external customers.
- Completed job assignments and projects in the most efficient, punctual, and professional manner possible, adhere to IT policies and procedures, and consistently provide exceptional customer service and technology support.
- Handled VMware installation, configuration, updates and maintenance.

Senior IT Engineer

Delta Corporation - 2008 – 2009

- In-charge of deployment of servers and workstations.
- PC hardware and software support.
- In-charge of installation, maintenance, troubleshooting servers and workstation.
- Handles daily backups operations.
- Handles anti-virus installation, maintenance, and troubleshoot.
- Handles email system.
- Handles laptop/notebook security.

EDUCATION

Associate of Applied Science in Electronics Engineering - (ITT Technical Institute - Nashville, TN)