

Robert Smith

Senior Network Technician II

PERSONAL STATEMENT

To obtain a Senior Network Technician position that is challenging, along with an opportunity to continue learning and professional advancement.

WORK EXPERIENCE

Senior Network Technician II

General Dynamics IT - September 2014 - 2020

Responsibilities:

- Monitors and responds to hardware and software problems utilizing a variety of hardware/software testing tools and techniques.
- Works with Tier II & III support on network hardware and software issues.
- Provides network troubleshooting and support.
- Provides status reports.
- Administers network security.
- Monitors back up file server data/disks.
- Provides Tier I Triage support for system outages.

Senior Network Technician

Delta Corporation - 2009 - 2014

Responsibilities:

- Worked as single escalation point on site for all hardware and software issues affecting users. Imaged and deployed all new machines for new users.
- Performed hardware and software installations and provided high-level customer care, training, and technical support.
- Warehouse Manager Responsible for complete inventory control of all products received and shipped.
- Supervising, training and hiring of employees to work in the warehouse either as laborers, equipment operators, clerks or inventory control personnel.
- Shop Supervisor Responsible for shop inventory and parts usage of field technicians among quality control and overseeing employees that setup.
- Lead a team of installation and test technicians in multi-million dollar telecommunications equipment installations.
- Responsible for job site, including directing contractors, daily work flow planning, ensuring jobs were completed on time and passed quality.

Education

Bachelor's- 1996(QueensBorough Community College)

CONTACT DETAILS

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

SKILLS

Operations Manger,
Supervisor,
Telecommunications,
Microwave
Communications, Dacs
Swiching.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)