

System Support Technician

ROBERT SMITH

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Objective

Bachelor's Degree in Information Systems and Cyber Security Associate's Degree in Computer Networking System 2+ years of Active Directory experience which includes, implementing all user access to applications and shares, delete user access when needed, reset passwords, unlock user accounts and also lock them in some situations.

Skills

Microsoft Office, Active Directory, Active Directory, Helpdesk.

Work Experience

System Support Technician

ABC Corporation - February 2013 - February 2016

- Managed user accounts and profiles for the computers, campus security system and telephone system including voice mail.
- Monitored all system access.
- Managed student and administrations network access and permissions.
- Assigned and updated Office 365 license for staff and students.
- Granted license to new users for 360 email service.
- Took license away once an employee left.
- Added new users and their permissions.

System Support Technician

Delta Corporation - 2012 - 2013

- Active Directory experience includes, implementing all user access to applications and shares, delete user access when needed, reset passwords, unlock user accounts and also lock them in some situations.
- Implemented software and hardware releases, bug fixes and /or operations improvements, as directed by headquarters staff.
- Performed installation, maintenance and repair of computers, servers, printers, scanners and other peripherals and equipment.
- Are the same as above for an individual location.
- Support and setup for client configurations.
- Installing and maintaining desktop computers.
- Installing new hardware components.

Education

Bachelor's in Information Systems and Cyber Security - (ITT Technical Institute)