Robert Smith

Lead System Support Technician

CONTACT DETAILS

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

PERSONAL STATEMENT

Highly accomplished Information Technology Professional with a verifiable track record of managing IT projects and exceeding expectations. Practiced in clarifying business requirements, performing gap analysis between goals and existing procedures/skill sets, designing processes and system improvements to increase productivity and reduce costs.

WORK EXPERIENCE

Lead System Support Technician
ABC Corporation -   October 2010 – June 2011

Responsibilities:

- Successfully managed and maintained a Microsoft Exchange server on Windows Server 2008R2.
- Managed, and maintained Windows Server 2008R2 Active Directory, DNS, DHCP, and Windows Deployment Services (WDS).
- Configured and installed PC and Apple desktops, laptops, and mobile devices.
- Responded to all teacher and student requests for technical support by phone, email, and the inter-office chat service.
- Managed staffs expectations and experience to a high degree of technical knowledge.
- Created asset tags for company technology equipment and consistently kept inventory up-to-date and logged in database.
- Assisted the Network Administrator, Troubleshoot, configured, upgrade, and Repair on hardware.

System Support Technician
Delta Corporation -   2009 – 2010

Responsibilities:

- Operating System patch and update management Managing Active Directory and Group Policies Collaborates with Headquarters IT Operations, Network Team .
- Avaya Phone Management Volunteer time to train students on Cisco Rout-Switch and TCP/IP functions.
- Implements software and hardware releases, bug fixes and/or operational improvements Re-images, cleans and maintains computers and makes repair or .
- Collaborates with Headquarters IT Operations, Network Team and/or third party service/ warranty provider to restore services and correct core .
- IPhone / Android Mobile phone support, and Email client setup.
- Designed and installed office network Performed regular system and network support and maintenance Provided technical assistance to the Executive for .
- Maintained helpdesk support for network users at 20+ locations nationally, responsible for phone, local and remote support and training of 400+ users .

SKILLS

Active Directory, DNS, DHCP, Office 365, Group Policy, Apache / PHP / MYSQL / FTP, Windows Deployment Server.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Education

Associate in Computer Science, and Networking - (ITT Technical Institute)