ROBERT SMITH

System Support Engineer I

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Seeking a position as a System Support Engineer . Skilled in resource management customer support. Experienced computer support specialist with excellent technical and organizational skills. Flexible in a dynamically changing environment, staying proficient in relevant fields. Solution oriented with a high level of problem solving abilities resulting in the highest level of customer satisfaction. Has held, and is capable of obtaining, a secret security clearance.

EXPERIENCE

System Support Engineer I
ABC Corporation - AUGUST 2013 – NOVEMBER 2015

- Troubleshoots client platforms for over the air cellular network.
- Monitors the server performance by maintaining health checks.
- Performs configuration changes.
- Documents method of procedures for all system upgrades.
- Responsible for change control activity for the clients.
- Maintains the queue for any client related issues on their platform.
- Maintains weekly calls for America clients to provide customer updates on all open cases.

System Support Engineer
Delta Corporation - 2009 – 2013

- Configuration Management System Program CCB Lead Established and maintained consistency of multiple systems performance and functionality based on .
- Facilitated Change Request closure meetings with the customer to ensure completeness and accuracy Supported Harris efforts to meet fee incentives.
- Configuration Management Data/Document Control Assisted in performing configuration management, data management or a combination by constructing and.
- Diagnosed and resolved computer failures, ordered technical parts, repaired and installed components, reinstalled software.
- Led team of 4 contractors building core, distribution, and access layer of data center.
- Tier 1 Help Desk support for 150 Bio-Technicians and 90 onsite end users Break fix support for 90 inner-office personnel Add data from new hire forms .
- Worldwide communications support contractor working with the United States Military to provide continual NIPR and SIPR communications for the combat .

EDUCATION

- Bachelor's - (Learning Tree International)

SKILLS

MS Office, Management.