

Robert Smith

Sr. Help Desk Engineer

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SUMMARY

Responding to customer queries and escalate issues to System Engineers or System Administrators; Updating Standard Operating Procedures documents to adapt to new system functionality or configuration changes.

SKILLS

Microsoft Office, Microsoft Project, Project Management.

WORK EXPERIENCE

Sr. Help Desk Engineer

ABC Corporation - July 2005 – September 2007

- Supported in fixing their VPN, MS Office Applications, Hardware, Software, Smartphone, Product issues.
- Trained off-shore Google team, and monitor their test activities.
- Performed Webservices testing.
- Designed test cases for Google AdWords application includes proxy setting and i18N and Gmail features for different Browsers on Mac, Linux and Windows.
- Performed Exploratory /Adhoc, Functional and Acceptance (User & Basic), and regression testing.
- Actively participated in project planning, daily stand-ups, reviews, retrospectives, sprint/release planning, demos, and other Scrum-related meetings.
- Promoted QA productivity through automation, tools, and other best practices.

Help Desk Engineer

Delta Corporation - 2001 – 2005

- Maintaining, monitoring and supporting over 500 endpoints; servers, desktops, etc.
- Managing RMM contractor with 500 NOC technicians and 150 Help Desk technicians.
- Providing "help-desk" support for entire customer base and internal staff of 20.
- Provided telephone and email support to the 5000+ users of the MCRIS applications Assisted and educated Marines on using the proprietary Java based .
- Windows related issues Performed various password resets for Windows and VPN Created, managed, and terminated user accounts Assisted in setting up E-.
- Troubleshoot issues related to desktops/laptops with accomplishable rate of 100% for 200+ customer tickets Successfully migrated Windows Vista to .
- Information Technology Department End-user support Internal systems and network administration IT physical & logical security System wide updates .

EDUCATION

BBA In Computer Information Systems - (James Madison University - Harrisonburg, VA)