ROBERT SMITH

Asst. Senior Network Analyst

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Results-driven, dedicated, well-organized team player with networking, customer service, leadership and technical background. Well-developed communication and problem-solving skills with the ability to resolve difficult situations under adverse conditions.

APRIL 2000 – 2005
ASST. SENIOR NETWORK ANALYST - ABC CORPORATION
- Supported the following CLASS launches Sirius FM 1, 2 and 3, GSAT 1, Echostar VI, VII, VIII, DirecTV, Telstar 18.
- Provided support for the following INTELSAT launches INTELSAT 9 series Spacecrafts, all manufactured by Space Systems Loral 901, 902, 903, 904, 905, 906, 907, and the most recent 10-02 via International Launch services Proton launch vehicle.
- Designed and implemented the INTELSAT voice-over FR network and finally migrated it onto the Cisco VOIP platform.
- Experienced in working with ITAR controlled articles and associated compliance.
- Awarded a Certificate of Achievement for the dedication and valuable contribution to the Intelsat IX Satellite Program.
- Awarded recognition from gm client for being the point person for telematics and an automotive spot for via wholesale.
- Monitored mission-critical telematic system to ensure delivery of the product to resellers.

1995 – 2000
SENIOR NETWORK ANALYST - DELTA CORPORATION
- Manage 2 Support Center Analysts and 1 Desktop Support Person for National Support Center servicing over 3,000 employees and staff in 8 states .
- Oversee and manage all technologies and electronic communication including Microsoft Windows platforms.
- Participate or direct all Audits and Reviews as required by federal, state and industry regulatory bodies.
- Develop training materials for development and coaching of employees organization wide.
- Responsible for supporting global Network environment.
- Support includes planning, design, implementation and maintenance of all network equipment.
- Work in partnership with other departments and divisions to support Firm goals Maintain and support F5 load balancers that provide application .

EDUCATION

MSc in DATA COMMUNICATION SYSTEMS - 1994(Brunel University - Uxbridge, MA)

SKILLS

Mac OS X, IOS, MDM, Active Directory, Project Management, Help Desk.