ROBERT SMITH
Help Desk Engineer II

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To apply technical expertise all throughout the full software life cycle to ensure production and delivery of products and services that meet client specifications. Along with a competent software developing team, and with strong personal knowledge, skills, and experience in software developing,

EXPERIENCE

Help Desk Engineer II
ABC Corporation - OCTOBER 2008 – APRIL 2014

- Provides Tier 2 support to users on a variety of technical issues.
- Responds to request via email and telephone.
- Researches issues to provide the best solution.
- Takes detailed notes on each issue I address so if escalation is need the next technician will have as much information as possible.
- Provides users with information that will help them prevent the problem from reoccurring.
- Prioritizes help request so the most urgent issues are handled first.
- Investigates client system security intrusions.

Help Desk Engineer
Delta Corporation - 2005 – 2008

- Set up of workstations and laptops for new users and configured systems.
- Resolved help desk calls for end users, set up printers, re-imaged computers, virus removal and copied files.
- Re-built systems with parts from storage or stock.
- Repaired laptops, hard drives, screens, and motherboards.
- Responsible for the creation and handling of support tickets, answering support calls, and granting superior customer service to customers across the .
- Responsible for handling support tickets, answering support calls, and granting superior customer service, consistently receiving 5/5 on ticket .
- Trained Libraries staff to use Office and other productivity software.

EDUCATION

- Associate of Science in Engineering - (Georgia Perimeter College - Clarkston, GA)

SKILLS

CSS, HTML, XML, JSON, REST, Django, Objective-C.