

IT Administrator

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
linkedin.com/qwikresume
Address: 1737 Marshville Road,
Alabama.

Objective

Jack of all Trades with a creative mindset and a drive to succeed. Skilled welder, craftsman, designer, mechanic and IT asset with a background in construction, cabling, implementation, network administration and end-user support. Seeking a career with the opportunity to grow and continue to develop professionally. Qualifications and Skillset Network cabling and termination Experience with VOIP and related hardware Extensive experience with all Windows Experience with analog and digital phone sys- I can handle most anything that is thrown my way.

Skills

Computer Skills, It Service Management, Network Management, Network Administration, Computer Hardware.

Work Experience

IT Administrator

ABC Corporation - March 2000 - October 2002

- Supported and maintained all company data and technological infrastructure for both international and nationwide locations.
- Upgraded, repaired and configured computers, application software, servers, and various other peripherals.
- Provided end-user and remote support and technical assistance for server and client computers, enterprise applications, telecommunication systems, network components, etc.
- Conducted monthly server maintenance and applied updates and patches.
- Maintained entire telecommunications environment terminal and port infrastructure and configuration, created and maintained user phone and voicemail accounts, analog modem accounts, and multi-option callers menus for corporate surveys, hotlines, and bulletin lines.
- Designed and diagrammed an optimized internal voicemail directory structure utilizing minimal network resources.
- Developed company training manuals for technical processes involving setup, configuration and usage of various software applications and hardware, system, and network components that aid end users and other IT department staff members.

IT Administrator

ABC Corporation - 1997 - 2000

- Maintained Windows 98, XP, 2000/NT server, and Unix server, local and long distance for over 50 employees.
- Provided system management for servers, desktops, and offsite help desk support Managed data security, system-wide backups, created and implemented Ghost and anti-virus security.
- Coordinated EDI activities for customers to provide electronic billing and warehouse order releases.
- Training and troubleshooting for print distributor software.
- Created and maintained TopForm Webec online e-commerce sites; customized to include customers identities and related images.
- Automated new process to decrease warehouse release tickets from 2 days to 4 hours.

- PBX phone system administrator.

Education

Bachelor of Science in Computer Information Systems - October 1999(Devry University - Pomona, CA)