

# ROBERT SMITH

## System Support Technician I

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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### SUMMARY

Customer-oriented problem solver who strives to provide the highest quality work while pursuing the interests of the company. Endeavors to be an employee that people enjoy working with while performing above and beyond expectations.

### CORE COMPETENCIES

Software Installation, Technician.

### PROFESSIONAL EXPERIENCE

#### System Support Technician I

**Farmer Brothers Company - December 2015 – 2020**

##### Key Deliverables:

- Provided basic desktop support for corporate office, customer support call center, 3 distribution centers, and 125-150 branch locations.
- Assisted employees with software issues such as software updates, software glitches, and needed software installs.
- Designed and planned guest customer workstations such as computer, t-shirt template books, and color palates for the use of direct support from internal employees.
- Supported 200+ users using Windows XP operating systems.
- Set up wireless Network in warehouses to support RF Guns Back up 6 servers daily using Symantec.
- Provided support for over 1,374 systems in the county for various government departments.
- Responsible for security for all PCs county wide.

#### System Support Technician

**Delta Corporation - 2014 – 2015**

##### Key Deliverables:

- Added users to domains and mapped network drives Installed network adapters, sound cards, PCI cards, hard drives, RAM, motherboards, CD/DVD players, .
- Worked with Microsoft office, (Suite includes Word, Excel, Access, and Outlook) Diagnose computer issues, and repair Worked with Active Directory to .
- Supplied Tech support for Bush Intercontinental and Hobby Airports parking equipment.
- Transported, installed, and tested parking equipment.
- Installed computers, provided service, and tech support Completed special projects in a timely manner.
- Supervised students & instructed classes on hardware installations Provided students, faculty and staff with computer solutions Built, repaired, and .

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- Work daily with Troublecall Ticket Escalation program.

### EDUCATION

B.S. in Industrial and Systems Engineering - (Texas A&M University - College Station, TX)

