

Robert Smith

Information Systems Coordinator

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SUMMARY

To obtain a dynamic, challenging opportunity that contributes to the outstanding success of the business via 10+ years Information Technology and business experience from various global industries.

SKILLS

Java, Javascript, PHP, ASP.NET, C#, HTML 5, XML, CSS3.

WORK EXPERIENCE

Information Systems Coordinator

Western Home Communities - May 2013 – 2020

- Provides application support to end-users and troubleshoot/repair server hardware or software issues.
- Works with application vendor support teams when necessary.
- Installs and upgrades server software/hardware as necessary.
- Creates, updates, maintains and documents all servers, both virtual and physical.
- Network Administration Maintenance and replacement of switches and routers as necessary.
- Kept detailed documentation of all network-attached devices as well as a backup of all router config files.
- Manages security and permissions for network resources.

Information Systems Coordinator

Delta Corporation - 2008 – 2013

- Coordinated technical support for the Division of Medical Services by troubleshooting and resolving technical issues; as well as installing and.
- Ordered, monitored and controlled computer equipment and mobile devices; and enforced the agency computer security and data protection policies.
- As the Senior Business Analyst for the Arkansas Medicaid Provider Incentive Program steering committee, my duties included environmental research.
- Assisted in the transition/conversion of dozens of previous company modules and platforms into Riverstone modules and platforms utilizing Excel.
- Website design and maintenance, web server setup, and integration Social media coordination and public relations Accounting accounts receivable.
- Managed 200+ active directory users, Created new user exchange mailboxes, Analyzed network issues, and fix problems when necessary, Create custom.
- Responsible for day-to-day technical services using mainly Microsoft Office Suite, Made2Manage, and Q&A database systems.

EDUCATION

Bachelor's in Software Development - 2013(Bellevue University)