

Robert Smith

Lead System Support Engineer

PERSONAL STATEMENT

Seeking a System Support Engineer position in the field of computer technology, which will enhance problem solving skills, enhance technical expertise.

WORK EXPERIENCE

Lead System Support Engineer

ABC Corporation - March 1999 - December 2001

Responsibilities:

- Analyzed the requirement of the End Users to successfully troubleshoot the PC issues.
- Maintained and Monitored Hardware and software performance Implemented Managed and troubleshoot local user accounts and groups.
- Monitored network performance and windows help for the End User.
- Helped setup the Email and communication software such as Outlook, Outlook Express, and Mac Email for individual PC and Server stations.
- Constantly kept the log of network status of the Routers to monitor the performance of Network area for the customer.
- Helped End User with the installation and maintenance of the MS software.
- Worked as a technician, major duties included maintenance, configuration and installation of system Hardware and software with LAN network.

System Support Engineer

Delta Corporation - 1994 - 1999

Responsibilities:

- Maintained an existing infrastructure of Windows 2000, Windows 2003, and Linux servers supporting domain, web, ftp, terminal services, email, and .
- Maintained an enterprise SAN by Netapp.
- Built and maintained Microsoft SQL clusters and a VMware Virtual Infrastructure.
- Managed the complete relocation to a new office complex.
- York Telecom Corporation, Department of Energy, Washington, DC.
- Worked at Bellsouth Regional Data Center Provided problem isolation and resolution using diagnostic tools and system software.
- Provided necessary documentation Provided support for 21 high end Sun Fire servers, 22 E10Ks and nearly 900 Sun Servers Served as a liaison for .

Education

Certificates In Digital Multiplex Switching Systems - 1984(Nortel Networks - Dallas, TX)

CONTACT DETAILS

1737 Marshville Road,
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SKILLS

Brocade Loadbalancer,
F5 Loadbalancer, Cisco
ASA VPN, Cisco ASA
Firewall, Linux, Remedy,
Solarwinds Monitoring,
TCP/IP, Windows 7,
Security IPsec, VMware.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

