ROBERT SMITH

Data Center Operator III

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SUMMARY

Senior Consultant highly skilled in IT infrastructure, with 18 years of experience in implementing Microsoft products especially Windows Server platform, Directory Services, Messaging and Collaboration, Unified Communications, Cloud Environments, well known in the customer relationship, and in the architecture, design, deployment and migration, troubleshooting, health checks, from small to large organizations, seeking opportunities to apply their knowledge and experience in new challenges.

SKILLS

System Administration, Forklift Operator, Power Tools, Hand Tools, Maintenance,.

WORK EXPERIENCE

Data Center Operator III

ABC Corporation - June 1999 – March 2001

- Supported Systems Installation of Operating Systems Windows 2000, Windows NT Netfinity 5000 servers.
- Provided support for vpn services using cisco secure acs and windows active directory.
- Monitored and troubleshot wan (wide area network) across the united states and canada connecting flying truck stops, restaurants, and hotels using cisco equipment.
- Experienced with the System Monitoring Core Process and Key Performance Indicators.
- Performed quality validation on in-process and completed work.
- Ability to pass a stringent background check and drug test is required.
- Provided testing support for custom CAD applications.

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Delta Corporation - 1997 – 1999

- Monitoring server and network health, business applications, weather alerts, and backups.
- AS400 Jobs, Windows/Linux Servers and Backups - WUG, WAN Connections - Cacti, Backups - Veritas Netbackup, Facility Management - Sitescan, Web .
- Incident Management and Root Cause Analysis.
- Maintenance of data center, command center, servers, computers, and other equipment.
- Escalation of issues to according teams using the Mercury IT Governance ticketing system.
- Management of business wide printing, as well as AS400 print queues.
- Daily management of offsite media rotation.

SCHOLASTICS

- Computer Systems Engineer - (Catholic University of Guayaquil)