

ROBERT SMITH

IT Administrator/Office Manager

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

SUMMARY

A help desk technical, support, call center, customer service professional - with 6 years of experience. If you have identified professional and comprehensive technical support, sensitive customer service, internal team building and end-user training among your goals for 2016, my credentials will be of interest.

CORE COMPETENCIES

Adobe Photoshop, Microsoft Office.

PROFESSIONAL EXPERIENCE

IT Administrator/Office Manager

Diversified Chemical Technologies, Inc - January 2014 – 2019

Key Deliverables:

- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform regular security monitoring to identify any possible intrusions.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Maintain firewall to protect the system from the attacks of malicious hackers or viruses.
- Troubleshoot and resolve hardware, connection, printer and software issues reported by the users.
- Create, change, and delete user accounts per request.
- Repair and recover from hardware or software failures.

IT Administrator

ABC Corporation - 2012 – 2014

Key Deliverables:

- Managed Information Technology department.
- Maintained company website.
- Supervised IT Assistant in China and Intern in NY.
- Researched new technology to improve efficiency of foundation work and make recommendations to executive committee.
- Created and initiated IT policy and procedures for foundation.
- Provided software training to staff.
- Authored a portal system manual for staff..

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EDUCATION
