

Robert Smith

IT Administrator/Team Lead

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SUMMARY

Action-driven and results-oriented Telecommunications engineer with knowledge in troubleshooting network, computer software and hardware. Possess excellent communication skills with experience managing and supervising personnel and the ability to work with multiple tasks on large scale projects simultaneously. analysis and integration capabilities, focus on the technology process behind the delivering systems through Electronic processing. Bilingual: English and Spanish.

SKILLS

vSphere, Cisco, Citrix Netscaler, Microsoft Deployment Toolkit, Server 2008, 2012, Wireshark.

WORK EXPERIENCE

IT Administrator/Team Lead

ABC Corporation - 1995 - 2008

- Oversaw network operations center activities, assisting Network Operations Director.
- Administered infrastructure and performed server patch maintenance, system/server backups, data archiving, and VoIP maintenance.
- Provided advanced-level troubleshooting and problem resolution for global technical issues.
- Coordinated vendor activities and relationships.
- Managed RSA security token as well as remote workstation management and software upgrades.
- Executed network and PBX adds/moves/changes.
- Maintained communications infrastructure, including voice circuits and video conferencing equipment.

IT ADMINISTRATOR

ABC Corporation - 1990 - 1995

- Hinton, WV Provide operation and maintenance of all data systems.
- Responsible for administration activity for all data systems.
- Provide high-level graphical design and art direction for internet publications and website design.
- Collaborates on projects, layouts and web design.
- Plan, design, configure and test computer data systems.
- Confer with network users to solve existing system problems.
- (304) [] bkallen@hotmail.com.

EDUCATION

Associate of Science in Computer-Aided Drafting - (Southern Technical College - Lafayette, LA)