

# System Support Engineer

## ROBERT SMITH

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### Objective

8+ years of experience working as a Windows/IIS/Cloud Support engineer with installation, Configuring, Deploying Trouble shooting, Administration and Maintenance of IIS [] Having experience in Linux/AIX/Unix System Administration and Support of various critical business applications on RHEL 4.x, 5.x, 6.

### Skills

C#. Net, VB.Net, ASP. Net, ADO.Net 2012,2008,2008R2,2003.

### Work Experience

#### System Support Engineer

**ABC Corporation** - June 2013 - August 2015

- Experienced with installing, Configuring Windows 2003/2008R2/2012.
- Provided support and monitored the performance of UNIX/Linux/AIX Environment.
- Built, tested and provided support for AIX, Linux and Solaris Servers.
- Implemented network monitoring system for IIS and server health status for multisite.
- Built, configured, deployed, and supported Sitescope monitoring servers.
- Maintained high level adherence and compliance towards policies, process and procedures.
- Performed Troubleshooting of Cisco Routers and Switches.

#### System Support Engineer

**Delta Corporation** - 2012 - 2013

- Performed pre-sale duties and implementation services for IBM RS/6000 and P Series distributor.
- Boise, ID Retail grocery network and supply chain for other retailers, including Albertsons System Support Engineer Computer imaging for companywide .
- This included customer, installation, sales support, customer training, writing FAQs and technotes.
- Collaborated with the engineering team, testing integration builds and packaging.
- Attended trade shows, conferences and visited customer sites to review customer use of the product and advise/train them on best practices.
- Install, configure and repair transcription and dictation systems and equipment.
- Troubleshoot and Repair Printers, laptops, monitors and desktops hardware and software.

### Education

Ph.D. In Information Technology Education - (Capella University)