

# Robert Smith

## Senior Network Technician/Executive

### PERSONAL STATEMENT

A highly motivated and extremely knowledgeable Senior Network Engineer that consistently demonstrates exceptional communications and leadership skills. Outstanding troubleshooting skills for networking issues, end user problems and network security.

### WORK EXPERIENCE

#### Senior Network Technician/Executive

ABC Corporation - November 2006 - June 2008

##### Responsibilities:

- Single-handedly responsible for the inventory, distribution, and management of over \$650,000 worth of Information Systems devices in the Sparing Kit for the entire Southwest District.
- Successfully uploaded the Cisco IOS, configurations, hardening scripts, test scripts and rack mounted over 21 devices prior to their activation on the NMCI (Navy and Marine Corps Internet) Network.
- Upgraded the Cisco IOS, configurations, test scripts and hardening scripts to four devices, patched and enabled over 100 seats, bringing over 250 users in four new buildings online at NOLF (Naval Outlying Landing Facility) Imperial Beach.
- Processed over 1500 help desk and MAC (Move Add Change) requests using the Remedy database.
- Submitted over 75 TSRs (Technical Service Request) for design changes/configuration requests, 25 EMRs (Extended Maintenance Request), and 40 SRMs (Service Request for Maintenance).
- Coordinated with end users to ensure timely and satisfactory resolution for any Remedy trouble tickets pertaining to the Tier II environment.
- Processed over 13 faulty/defective devices through the RMA system.

#### Senior Network Technician

Delta Corporation - 2002 - 2006

##### Responsibilities:

- Duties performed were developing and maintaining system network flow to all end user for local and world-wide clients through main-frame operation.
- successfully performed routine IPLs for all CUP to minimize impacts for scheduled processing also provide and assist new hires with trouble shooting .
- Awarded a plactic as well as a certificate of outstanding employee of the year Skills Used teamwork self-motivation and pride.
- Troubleshoot, repair and test FAA and military telecommunications/data equipment On cell phone duty call 24/7 while maintaining a DOT security .
- Managed team setting up and administering HIPAA-compliant IPSec VPN connections from main offices to satellite offices throughout El Paso medical .

### CONTACT DETAILS

1737 Marshville Road,  
Alabama  
(123)-456-7899  
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[www.qwikresume.com](http://www.qwikresume.com)

### SKILLS

Microsoft Office, ISO  
Auditor, Project  
Management.

### LANGUAGES

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

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

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

- Implemented server and workstation upgrades and installed web/e-mail servers.
- Installed and configured network devices, including Cisco routers and switches.

## **Education**

Master of Science in Organizational Leadership - (National University  
- San Diego, CA)