

ROBERT SMITH

Sr. System Support Engineer

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

SUMMARY

Approximately 8 years of experience in the aerospace and defense industries. Proven collaboration, planning, coordination, and communication skills. Extensive involvement in the areas of configuration management, customer support, and program scheduling. Proficient with SharePoint, WindChill, and Microsoft Office. Currently holds a Secret security clearance.

CORE COMPETENCIES

Power Systems Specialist, AIX and Linux Administration,.

PROFESSIONAL EXPERIENCE

Sr. System Support Engineer

The Boeing Company - 2011 – 2020

Key Deliverables:

- Works in the Operations and Sustainment (O&S) Integrated Product Team.
- Performs logistics product support to ensure sustainment capability of products and services.
- Provides assistance in responding to basic customer inquiries.
- Assists in the evaluation and implementation of engineering changes to ensure sustainability and availability of the tactical assets.
- Supports field personnel and travels to site to assist when needed.
- Responsible for creating Procedure Change Instructions (PCIs) in the event that a change is needed.
- Creates the record, provides rationale for the change, and obtains necessary approvals per PCI requirements.

System Support Engineer

Delta Corporation - 2012 – 2013

Key Deliverables:

- Install, configure and repair transcription and dictation systems and equipment.
- Troubleshoot and Repair Printers, laptops, monitors and desktops hardware and software.
- Virus removal on servers, laptops, and desktops.
- Troubleshooting computer systems, peripherals, motherboards and Operating Systems over the phone.
- Provided technical support for Northern Telecom DMS customers.
- experience 20 + years software hardware system translations billing issues and also Access Manager enhance networks all broad band equipment.
- Worldwide communications support contractor working with the United States Military to provide continual NIPR and SIPR communications for the combat .

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EDUCATION

- Bachelor of Science in Mechanical Engineering - (University of Alabama in Huntsville - Huntsville, AL)