Robert Smith

Associate System Support Technician

CONTACT DETAILS

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PERSONAL STATEMENT

13 years computer desktop build, training, deployment and troubleshooting experience. Experienced in installation and troubleshooting all currently supported Windows operating systems. Understanding of and experience with networking technologies such as Ethernet and TCP/IP. Job experience with trouble-ticket systems.

SKILLS

Computer , Technical.

LANGUAGES

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

WORK EXPERIENCE

Associate System Support Technician
Sasol North America -   August 2014 – 2020

Responsibilities:

- Provided assistance to users of technology products such as mobile phones, computers and software products.
- Updated site wide standard operating procedure pertaining to movement of samples between various testing sites.
- Supported, and repaired of classroom, lab, and cart computers in all buildings Configuration and maintenance for all Apple computers servers, and iDevices.
- Maintained personal computers and hardware used by faculty, staff, and administration.
- Utilized MS System Center Configuration Manager for computer inventory, creating installable software packages, and monitoring with Forefront antivirus Pre-deployment testing of hardware and software Help-desk support and ticket response.
- Maintained inventory history of equipment, software, and purchases Moves, Add, and Changes for offices, labs, and classrooms Network Support.
- Maintained LAN connections, wired and wireless for district devices to include offsite VPN.

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

System Support Technician
Delta Corporation -   2010 – 2014

Responsibilities:

- Goals were achieved in the migration of over 10000 BASF employees from Windows XP to upgraded Microsoft Windows 7 operating system, as well as maintaining security and ensuring DLP of end users confidential data.
- Data migration was accomplished via the use of portable switches and the GPS III migration tool.
- Was responsible for giving support to end users with issues relating to the migration.
- Applications supported included Lotus Notes and Microsoft Office tools.
- Was responsible for setting up and configuring Bitlocker data encryption software onto external storage devices to ensure security of sensitive data.
- Was expected to work efficiently and without supervision.
- Due to the extremely hazardous environment, I was also required to

follow strict safety rules expressed by BASF safety guidelines and procedures.

Education

Information Technology - (University of Phoenix - Southfield, MI)