IT Administrator/Web Developer

ROBERT SMITH

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Objective

Experienced, enthusiastic I.T. Analyst offering four-plus years experience and Master's coursework in Information Technology. Demonstrated success in installing, configuring, and troubleshooting LAN's, Windows environment, and Apple products.

Skills

MS SQL, MS Office, MS Project, Windows OS, Windows Server 2008, Windows Server 2003, Remedy, IT Project Management, IT Service Management, Major Incident Management, Problem Management, Change Management, Service Desk Management, ITIL, Project Coordination, Project Management.

Work Experience

IT Administrator/Web Developer

Indus Enterprise - October 2013 – 2019

- Successfully completed the mobile app development cycle and integration with the web base order processing solution.
- Successfully completed application to retrieve and process orders via mobile app.
- Successfully implemented IT incident management for in house users.
- Communication with different stake holders to keep them informed on project updates.
- Communicating with vendors on support for software, hardware, telecommunication and security.
- Planning and implementing IT changes in par with business goals.
- Planning and managing data backups and disaster recovery operations.

IT Administrator

ABC Corporation - 2011 – 2013

- Experience Windows Server [] R2, VMware VSphere 4 - 6, vMotion, Microsoft SQL, Crystal Reports, Microsoft Office 365, Nortel Networks Phone System Provided technical support for Phone System and computer enhancements for Manufacturing, Accounting Certifications, & Quality Assurance, Shipping & Receiving departments.
- Supported custom software development - COSS Systems, Sage ACCPAC and Global Shop Solutions.
- Assisted payroll administrator with daily preparation of employee time and attendance.
- Expedited payroll reporting and postproduction process.
- Interfaced with ADP on payroll software issues.
- Attended monthly quality assurance and safety meetings with management.
- Performed computerized quality control and crosschecking on shipping and receiving..

Education

Bachelor of Engineering in Production Engineering - (University of Mumbai - Mumbai, Maharashtra)