System Support Engineer III

ROBERT SMITH

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Objective

Desire a position as a System Support Engineer with a company where my Wireless RF, PCS experience and Data Network skills can be used to minimize circuit down time and increase company network productivity, as expand knowledge of VOIP/WAN networks.

Skills

C#, SQL, Windows Server.

Work Experience

System Support Engineer III

ABC Corporation - December 1998 – October 1999

- Provided 24/7 NOC engineering and technical assistance for customer multi-protocol, multi-service switching platforms.
- Built point to multi-point circuit connections.
- Programed NMS terminals, routers and catalyst switches.
- Analyzed packet switch crash vectors and data base software integrity.
- Tested Cisco 7500 series routers and 5000 series catalyst switch configurations in lab setting.
- Performed IP address and subnet mask allocation.
- Used routing protocols OSPF, BGP, IGRP and EIGRP.

System Support Engineer

Delta Corporation - 1997 – 1998

- Include driving to customer location to deploy and maintain servers and networking equipment.
- Resource to PC Technicians in the field; product research and purchasing recommendations.
- Was providing services and support for Unix/Linux system to maintain system integrity, back up, restore data, troubleshoot faults, tuning, monitoring .
- Attend the critical fault calls from clients on Windows NT / 2000 stations.
- Server Support October 2014 - Present 2012 File and print server infrastructure update Created Powershell scripts to Migrate From 2008 to 2012 File .
- Patching windows servers with SCCM On-Call Duties Dell Hardware support Manage 1200 servers Vmware support Document process for Tier 2 and 3 .
- Desktop Support August 2011 - January 2012.

Education

Bachelor's- (Cape Fear Community College)