ROBERT SMITH
Data Center Operator/Technician

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

SUMMARY

Enthusiastically seeking a challenging and rewarding career within Windows/Linux Systems Administration/Engineering where can contribute knowledge and technical skills.

CORE COMPETENCIES

20 years of networking experience within a customer-service environment.

PROFESSIONAL EXPERIENCE

Data Center Operator/Technician
ABC Corporation - May 1999 – October 2000

Key Deliverables:
- Provided the first and second line of support for network, web site, and data security.
- Created and trained operators on client IVR and Servers Troubleshooting and resolution for first level of support using my training, and the second level of support using the documentation I had created.
- Wrote and implemented a working checklist and documentation for over 20 clients that included information about the various application, batch programs, IVR and Online servers, various server checks, hardware installation, disaster recovery, and escalation contacts for each procedure and client.
- Envisioned, organized, implemented, and conducted an extensive training course for new employees that consisted of product knowledge, hardware and software troubleshooting, client representation and overall customer service Ensured that all operators and programs are running in a timely and productive manner.
- Included were courses on information security, data management, business ethics, team building, customer centered sales and service, billings and .
- Participated in 1st, 2nd, and 3rd shift rotations Administer and Maintain mainframe server hardware IBM System/34 and System/36 Coordinated remote .
- Monitored Mainframe and Reporting Errors.

Data Center Operator
Delta Corporation - 1996 – 1999

Key Deliverables:
- Charlotte, NC office, from April 1987 to March 2013 I worked first with Southern Bell, which became Bell South and then that became AT&T.
- During my 25 years I successfully carried out the duties of the following Business Service Representative, handled business service issues Field .
- SAP and WMS troubleshooting and problem routing SiteScope and SiteSeer LAN./WAN and Internet/Intranet monitoring Utilize BMC Remedy to record and .

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- technologies Monitor and manage escalation of worldwide General Mills data network problems.
- Printing and Sealing Payroll Checks for Outgoing Mail.
- This is Dummy Description data, Replace with job description relevant to your current role.
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EDUCATION

BS- 2007(Collin County Community College - Plano, TX)