

ROBERT SMITH

Jr. System Support Technician

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SUMMARY

Professional IT technician with one year of experience in customer desktop support. Proficient in troubleshooting multiple vendor hardware and software configurations in production environments.

SKILLS

Microsoft Office, Active Directory, Exchange, Customer Relationship Management.

WORK EXPERIENCE

Jr. System Support Technician

Merck Sharp & Dohme Corp - March 2012 – 2020

- Responsible for ensuring customer satisfaction of support and service requests.
- Configured and maintained Data Back-up and Disaster recovery solution specific to clients needs.
- Maintained quality-conscious interface via phone and email with both technical and non-technical clients.
- Opened tickets, troubleshoot hardware and software problems, and diagnose issues, remotely or on-site.
- Setup and monitor Windows Servers, set up automatic alerts and notifications to proactively address problems.
- Performed operations batch record review of electronic batch records supporting a GMP manufacturing process, including assembly of associated supporting documentation and review for GDP, identifying and resolving problems with the record, and authoring and presenting event notifications found during batch record review.
- Assisted Quality Release Team and Operations with comment resolution, document archival, and real time review status of batch records Train manufacturing technicians on error reduction processing.

System Support Technician

Delta Corporation - 2009 – 2012

- Travel to all 10 locations to exchange broken equipment Trouble shoot related issues Repair broken printers and other IT equipment Hardware .
- Skills Attention to detail, as well as effective time management Ability to work in a high volume fast-paced environment Working computer knowledge .
- Providing first and second level desktop support working for Individuals and Non Profits in need with computers issues.
- Support includes installation and setup of computers and servers from OS to applications; Virus removal and containment.
- Web creation, WiFi support including installation and setup of wireless routers, running of cable and WAP as needed for coverage.

- Issue were resolved either onsite or through the use of remote control applications as listed above.
- Provided front end telecommunications/IT support to Countrywide banking institutions.

SCHOLASTICS

- Bachelor of Science in Wildlife and Conservation Biology - (North Carolina State University - Raleigh, NC)