

Robert Smith

Lead Information Systems Coordinator

PERSONAL STATEMENT

Strong technical background in IT systems and programming, educated in IT Support and Information Systems, skilled at learning new concepts quickly, working professionally under pressure, and communicating ideas clearly and effectively. Flexible in managing a project as an individual or as part of a team effort through careful planning, asking good questions, and providing status updates to the project owner.

WORK EXPERIENCE

Lead Information Systems Coordinator **ABC Corporation - July 1991 - June 1998**

Responsibilities:

- Installed, configured, and maintained all network accounts, hardware and software.
- Troubleshoot all computer assets.
- Responsible for training all users in use of local area network.
- Administered all aspects of computer assets including operations, inventory and proper deployment of equipment.
- Monitored all Internet usage, and made determination of unauthorized usage.
- Documented procedures for hardware and software installation and maintenance.
- Maintained workgroup information for publication on the World Wide Web through Lotus Notes.

Information Systems Coordinator **Delta Corporation - 1990 - 1991**

Responsibilities:

- Managed and carried out all Information System Management tasks in a unit of more than 300 personnel through both garrison and deployed environments.
- On a daily basis, worked with personnel when confronted with computer malfunctions, troubleshooting and resolving issues in an effort to maintain .
- Maintained, controlled, and backed up a Windows Server 2008 database server containing thousands of hours of maintenance data daily, while also .
- Worked with several departments in several foreign countries, acquiring and installing the tactical and technical needs and requirements for a unit .
- Managed all network e-mail administration tasks on MS Mail 3.5 and MS Exchange server.
- Documented and presented procedures for migrating users from Windows for Workgroups to Windows 95.
- Initiated helpdesk documentation for procedures to follow pertaining to PC and POS equipment service, for corporate and store level use.

CONTACT DETAILS

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SKILLS

Management, Employee Relations.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

Bachelor of Applied Science in Applied Science - (Davenport University)