ROBERT SMITH

Associate Information Systems Coordinator

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SUMMARY

Significant IT support experience with outstanding customer service focus. To determine training and development schedules to help staff create long term career plans.

CORE COMPETENCIES

IT Support, IT Customer Service, Management Experience.

PROFESSIONAL EXPERIENCE

Associate Information Systems Coordinator
ABC Corporation - January 2012 – July 2015

Key Deliverables:

- Coordinates and provides primary oversight for the creation, procurement, and maintenance of computer hardware, software, and instrument resources for the WSU Center for Precision and Automated Agricultural Systems (CPAAS).Provide backup support for the WSU Irrigated Agricultural Research Extension Center (IAREC).
- Consults, procures, installs, and maintains computer system, software, and instruments.
- Troubleshoots and resolves computer, software, and instrument issues.
- Creates and implements a data backup and recovery strategy.
- Maintains all electronic instrumentation systems and components.
- Creates and maintains a computer network (Active Directory) accounts and Microsoft Exchange email accounts.
- Creates and maintains web presence, including internal and external Share Point and WordPress sites, web content creation, and web-based resources.

Information Systems Coordinator
Delta Corporation - 2011 – 2012

Key Deliverables:

- Punta Gorda, FL 33983 [] Responsibilities Processing data for billing, filing, answer phones, interact with employees.
- Print reports for Director of Nursing to compile percentages of billing, type 485s and process for mailing, also process physicians additional .
- Able Care (Formerly CareOne) Office Manager/Scheduler.
- Managed computer department, train personnel (one-on-one and through presentations), create user manuals, develop and maintain Information Systems .
- Responsible to IT director for set up & administration of corporate imaging system & network - Imaged & Deployed 200 PCs - Administrated cluster .

- Collaborate with end users of the Nexus Payables system to design, build, test, train, implement, evaluate, and maintain assigned applications and .
- Provide application support and training to automate standard internal procedures and processes.

EDUCATION

Bachelor's in Political Science - 1985(University of Washington-Seattle Campus - Seattle, WA)