

# ROBERT SMITH

## IT Systems Administrator III

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### SUMMARY

A technically astute IT business professional with 9 years of IT work experience including IT consulting, supervisory administration, and team leadership skills. Experience working in healthcare, construction and engineering corporations.

### SKILLS

Enterprise Level Active Directory, Microsoft Office, Cabling, Desktop Support, Active Directory, Android, Printers, Hardware, Cisco, Fiber Optic, Department Of Defense

### WORK EXPERIENCE

#### IT Systems Administrator III

Allen & Shariff Corporation - June 2011 – Present

- Developing and providing the objective strategic recommendations and reports that are presented to Information Systems Manager and other Senior Leadership. Recommendations have resulted in reduced service wait time, reduced travel costs and reduced is department operating expenses.
- Utilizing MS Excel to analyze data which included billable hours versus non-billable hours. Using the lean six sigma principles to analyze data, identify patterns, and make recommendations to the CFO and other senior leadership.
- Driving and supporting the strategic planning process. Providing cross-functional teams and leadership with guidance, supported by analysis, on key strategic decisions.
- Articulating the project goals and scope, translating the business needs into technical terms, preparing detailed work breakdown structures (WBS) and use teamwork skills for achieving project milestones.
- Creating, maintaining, and presenting project-related and process-related documents for internal and regulatory audits.
- Supporting an internal governance framework to ensure processes are up to date and followed correctly.
- Designing and developing the testing and user case scenarios for user mobility and data availability, then evaluated the productive value added to the organization. This resulted in the successful integration of X86 architecture tablets, Microsoft Surface Pros, into the work environment.

#### IT Systems Administrator

ABC Corp - 2009 – 2011

- Developed and delivered well structured, fact-based frameworks, analyses, and presentations that guide key business and strategic decisions.
- Assisted in the development of a newly developed corporate communication and information dissemination strategy for the entire company which resulted in the use of Yammer.

- Identified the need for a problem ticketing system, presented recommendation. Resulted in documenting problems and resolutions more efficiently.
- Achieved the ability to provide workload matrix and other quantitative data.
- Consulted with the internal users, management, vendors, and IT developers to assess computing needs, system improvements, and requirements. Developed solutions, solicited cooperation, and resolved the problems.
- Commended for technical, analytical and problem-solving skills; effective task prioritization; and customer service orientation.
- Managed 10+ amazon web services servers including web, mssql and applications.

## SCHOLASTICS

- MBA in information Technology - 2011(Harding University - Searcy, AR )B.A. in Computer Science - 2009(Harding University - Searcy, AR )