

Computer Support Specialist

ROBERT SMITH

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Objective

Information technology (IT) professional with more than 15-years of experience in the defense and space industry supporting business critical systems and programs with a focus on technical service delivery, training, and ongoing support; who is looking for an opportunity in information assurance or systems administration.

Skills

Quality Leadership skills Management skills Organizational skills Highly motivated Effective communicator Multi-tasking skills Excellent soft skills.

Work Experience

Computer Support Specialist

ABC Corporation - April 2005 - July 2008

- Provided hands-on computer hardware and software support at Lockheed Martin sites located throughout Colorado; supported more than 5,000 users with Space Systems, Shared Services and Technical Services.
- Designed, developed, installed, implemented, conducted research for, and maintained internal data processing computer systems and utilities.
- Analyzed internal and external customer needs and developed customized solutions for user issues which included determination of equipment and software requirements for automated systems.
- Established system parameters and formats; ensured hardware and software compatibility; and coordinated and/or modified user requirements in terms of existing and projected computer capacity and capabilities.
- Advised on new techniques and estimated costs associated with new or revised programs and utilities, taking into consideration personnel, time, and hardware requirements, and made trade-off analyses.
- Developed documentation describing system specifications and operating instructions; revised existing systems and procedures to correct deficiencies and maintain more effective data handling, conversion, input/output requirements, and storage.
- Reviewed input data to verify adequacy and appropriateness of material required for data processing and related operations.

Computer Support Specialist

ABC Corporation - 2003 - 2005

- Over 4 years phone support for customer built PCs with Windows and Linux operating systems.
- Handled 10 to 30 calls per day.
- Averaged 15 emails replies per day.
- Professional handling of problem calls.
- Corporate Business and Home Enthusiast support of all hardware and software.
- Server support on Windows and Linux platforms.

- Identified trends or issues concerning service problems and worked with Production and Quality Control to resolve..

Education

Certification in Lockheed Martin - (Florida Institute of Technology)