

# ROBERT SMITH

## Jr. Network Support Specialist

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### SUMMARY

Performs preventative maintenance and other general tasks to aid in the ongoing support of the IT environment. Performs routine equipment and software upgrades.

### SKILLS

Help Desk Support, Active Directory administration, Computer hardware installation.

### WORK EXPERIENCE

#### Jr. Network Support Specialist

ABC Corporation - August 2007 – July 2009

- Installed personal computer hardware, software, and peripheral devices and integrated them within the City network.
- Maintained and modified inventory of hardware, software, and users.
- Active Directory Services (A.D.) administration with modifying, adding, deleting of users and implementing their rights and privileges on the City network.
- Assisted with security administration for the City network.
- System management, ensuring disk space and loading files for implementing systems into production.
- Used Nortons ghosting utility to rebuild personal computers back to City standards.
- Setup and provided user support through Remote Desktop and Cisco V.P.N.

#### Network Support Specialist

ABC Corporation - 2004 – 2007

- Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system.
- Perform network maintenance to ensure networks operate correctly with minimal interruption.
- Analyze and report computer network security breaches or attempted breaches.
- Troubleshoot network or connectivity problems for users or user groups.
- Provide telephone support related to networking or connectivity issues.
- Analyze and report computer network security breaches or attempted breaches.
- Identify the causes of networking problems, using diagnostic testing software and equipment..

### SCHOLASTICS

- Bachelor of Science in Information Technology - (American InterContinental University - Atlanta, GA)