

# ROBERT SMITH

## Sr. Network Support Specialist

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

Dedicated Network Engineer with the capability to overcome any network related issues in a timely and professional manner. Hard-working and efficient in troubleshooting, communication, and diagnostic abilities.

### CORE COMPETENCIES

Windows Server 2003, 2008, R2, 2012, R2, Exchange Server,.

### PROFESSIONAL EXPERIENCE

#### Sr. Network Support Specialist

Toyota Tsusho America, Inc. (TTMS). - September 2015 – 2020

##### Key Deliverables:

- Support Cisco base multi branch network.
- Monitoring firewalls and Cisco layer 3 and layer 2 switches.
- Upgrading switches, routers and firewalls IOS images.
- Researching and proposing network optimization projects.
- Completed CCNA Routing and Switching certification.
- Proposed and implemented new L2L site VPN within branches and data center.
- Successfully planned the conversion of 10 ccMail post offices to Microsoft Exchange.

#### Network Support Specialist

Justice Federal Credit Union IT - 2014 – 2015

##### Key Deliverables:

- Completed daily checklist of items regarding the health of the JFCU Disaster Recovery site that I maintain.
- Received Footprint tickets daily regarding network, printer and software issues requiring immediate attention.
- Worked as a Citrix Xenapp 6.5 admin assisting users daily troubleshooting common Citrix issues.
- Maintained a disaster recovery site including new cabling, equipment and associated software as required.
- Minor configurations of Cisco routers, switches as required Accepted calls from users for assistance with program password resets and general helpdesk task.
- Fluent in active directory user creation, deletion and maintenance.
- Worked in Vmware creating new servers for implementation in production environment..

### EDUCATION

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- Diploma in Computer Technology - 2006(Somerset County Technology Institute - Bridgewater, NJ)