

ROBERT SMITH

Jr. Computer Support Specialist

E-mail: info@qwikresumc.com

Phone: (0123)-456-789

SUMMARY

A knowledgeable and resourceful IT Help Desk Specialist and PC Technician expert with a strong background in the installation, removal and repair of software and hardware. Experienced in delivering an exceptional level of customer service in IT support in both client-facing and remote capacities.

SKILLS

Implementation, Windows 7, Networking.

WORK EXPERIENCE

Jr. Computer Support Specialist

ABC Corporation - March 1997 – January 2001

- Identifies, diagnoses, and resolves problems for users of the mainframe, personal computer software and hardware, the internet and new computer technology in a call center environment, communicates solutions to end-users.
- Provides one-on-one end-user problem resolution over the phone and in person - Delivers, tags, sets up, and assists in the configuration of end-user PC desktop hardware, software and peripherals.
- Diagnoses and resolves end-user network or local printer problems, PC hardware problems and mainframe, e-mail, internet, dial-in, and local-area network access problems.
- Coordinates timely repair of PC computer equipment covered by third-party vendor maintenance agreements.
- Performs desktop hardware repair for PC computer equipment and peripherals that are not covered by third-party vendor maintenance agreement.
- Helps install local area network cabling systems and equipments such as network interface cards, hubs, and switches.
- Replace hard drives, cooling system, power supply, video cards, NIC, processor, memory - Replace fusing unit, rollers, and toners for printers - Sanitize hard drive and install standard configuration through imaging - Assist users on virus issues.

Computer Support Specialist

ABC Corporation - 1996 – 1997

- Worked independently to provide Level 1-3 phone and desk-side support to the Washington Gas executive office, general counsels office, finance department and customer service staff.
- Identified and performed troubleshooting steps for software and hardware issues to resolution.
- Set-up and configured computer/software for new employees.
- Performed troubleshooting for laser printer problems and provided repair services, as needed.
- Ran necessary cabling for desktop/laptop computer office connections.
- Performed network back-up processes.
- Configured routing switches and ports..

SCHOLASTICS

- - (New Horizons Computer Learning Center)