ROBERT SMITH

Sr. Computer Support Specialist

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

SUMMARY

Customer service experience in a 27/7 call center with both inbound and outbound calls also with retention and sales. I have done account management and product support alone with technical support.

CORE COMPETENCIES

Management.

PROFESSIONAL EXPERIENCE

Sr. Computer Support Specialist
RTL Networks - 2011 – 2019

Key Deliverables:
- Operate with others on the Desktop Support Team to provide Level 1 and 2 support to resolve technical questions and problems in support of all UPR computer systems with UGPR Admin General Support System enclave.
- Provide computer support in office, and substations for line crew and electricians, communication department, and Meter & Relay department.
- Follow life cycle methodology process for computer systems, operation systems, security tools and software systems, including related peripherals, Harden computer systems against Cyber Security threats, maintain up-to date cyber security patch levels, and support.
- Maintain accurate asset management records working with Regional property staff.
- Test new technologies, work with Western staff on ad hoc teams and actively engage in efforts to efficiently progress Westerns desktop and laptop environments towards technically viable solutions.
- Prepare documents for standard operating procedures, instructional guides and support information for users and technical groups.
- Responsible for the life cycle support of the UGP User Interface Architecture document annual review and update with necessary changes regarding Regional architecture or operational processes.

Computer Support Specialist
ABC Corporation - 2010 – 2011

Key Deliverables:
- Travel to Alzheimers Care Facilities(ALF) to test our software development systems.
- Also install, troubleshoot and repair when needed.
- Assist with deployment and test new systems and hardwares.
- Report and document using MS excel and word.
- Write software development for other clients in C# with SyncFusion, PLSQL, and JavaScript(beginner level).

- Skills Used Report and document in Microsoft excel and Microsoft word.
- Install, troubleshoot, repair, and test computer panels, RFID Readers, bracelets, Innovonic devices, and many other hardwares Write codes in C# with SyncFusion, PLSQL, and JavaScript(Beginner level)..

EDUCATION

- Wind Turbine Technology - 2009(Mitchell Technical Institute - Huron, SD)