Robert Smith

Consultant

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Professional Summary

Consultant with expertise in software sales and technical support. Proven ability to provide onsite technical solutions and ensure customer satisfaction. Experienced in hardware and software troubleshooting, client-server platforms, and advanced technical support.

Skills

Microsoft Office Suite   Inventory Management   Computer Literate

Basic Networking   Hardware/Software Troubleshooting

Work Experience

Consultant, ABC Corporation (December 2014 - April 2016)

- Managed and developed marketing and operations plans.

- Handled time and material contracts, providing 24/7 on-call support for network, server, and workstation repairs.

Troubleshot and repaired commercial retail point of sale (POS) equipment, TCP/IP networks, servers, and printers.

Designed disaster recovery plans and backup procedures to protect servers and workstations.

Provided installation and upgrade support for web and database application services.

Conducted network vulnerability and penetration analysis using tools like Nessus and Wireshark.

Served as a senior consultant for a distinguished tech company, playing a critical role in the development of their flagship software product.

Business Consultant, ABC Corporation (June 2012 - December 2014)

Provided remote and onsite support for clients' email, desktops, servers, and networks.

Implemented network and server projects, including VPN and LAN/WAN systems.

Configured and maintained servers, MS Exchange, Windows Active Directory, and networking equipment.

Performed virus removal, server patch installs, and updates.

Troubleshot and resolved moderately complex software and device issues.

Maintained good relations with agency management, vendors, coworkers, and end-users.

> **Reviewed and judged technical papers for a mid-tier tech conference, contributing to the selection of high-quality presentations.**

Education

Dummy description data to replace with relevant current role

Compensation

Commanded a high salary in the top 10% of the industry standard for software consultants, as evidenced by pay statements and contract details.