

Lead Information Technology Specialist

ROBERT SMITH

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Objective

Lead Information Technology Specialist with over 12 plus years of professional service in Information Technology Support and Technical Operations in working with the Federal Government and private sectors. Broad knowledge and expertise in strategic planning, IT Business Systems, Network Operations, IT Security and System Analysis. My goal is to secure permanent employment within an outstanding organization that offers opportunities for growth and advancement while implementing a high degree of professionalism, enthusiasm, initiative on a daily basis.

Skills

VMware, Microsoft Suite, Contract Management, Contract Management, Active Directory, Microsoft Outlook 2013, Windows 7, Windows 10, System Security, Data Automation, Circuit Design Application, UNIX Client Server

Work Experience

Lead Information Technology Specialist

ABC Corporation - February 2015 - Present

- Monitoring network to ensure network availability to all system users and perform necessary maintenance to support network availability.
- Developing document and implementing IT asset management program to identify the location and maintain accountability of IT equipment.
- Serving as contract office representative, effectively managing Verizon service contract, in business systems tools such as Contractor Performance Assessment Reporting System (CPARS) and Wide Area WorkFlow (WAWF).
- Managing IT related issues through trouble ticketing system known as a remedy.
- Coordinating with custom care liaison regarding technical assessment and cost estimate, life cycle replacement.
- Preparing documentation on complex systems, processes in the assigned functional area of responsibility and maintaining a business continuity plan.
- Managing copier and printer inventory program, serving as entitlement manager for dod enterprise email system, creating a distribution list, email accounts, restrict and grant permission to both individual and group emails.

Senior Information Technology Specialist

ABC Corporation - April 2005 - July 2013

- Received and distributed sensitive items to over 100 organizations with no deficiencies.
- Assisted with the standard procedure to ship and package of electronic equipment.
- Issued special telecommunication encryption keys to civilian companies and military commands.
- Provided strategic planning and operation support to command group in Germany.
- Preformed analytical, technical and administrative work planning, daily inventory, diagnosed and responded to customer incident reports, site evaluation to ensure clients are in