

IT Support Technician

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
[linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)
Address: 1737 Marshville Road,
Alabama.

Objective

I am a dedicated IT professional highly effective at maintaining and installing software and hardware for server, laptop, and desktop computers. I am seeking a role offering opportunities for long-term professional growth and development.

Skills

Microsoft Office Suite, Adobe Creative Suite, Database Management, Data Entry, Supervisory Experience, Management Experience, Networking, Sharepoint, Printers, Computer Hardware.

Work Experience

IT Support Technician

ABC Corporation - August 2015 - November 2016

- Maintained detailed documentation for all customers.
- Resolved computer hardware and software, printing, installation, word processing, email and operating systems issues.
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
- Installed workstations, servers, network equipment.
- Traveled up to 50 miles to meet customers on location to handle hardware and software issues.
- Ran and terminated data cables at new and old construction.
- Installed networking racks and organized/documented for better maintenance and troubleshooting.

IT Support Technician

ABC Corporation - August 2012 - June 2015

- Provided maintenance and development of bug fixes and patch sets for existing web applications.
- Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access.
- Consistently met deadlines and requirements for all production work orders.
- Recommended network security standards to management.
- Managed firewall, network monitoring and server monitoring both on- and off-site.
- Resolved virus and malware issues.
- Set up equipment for employees, including installing cables and hardware.

Education

High School Diploma - (Blacksburg High School - Blacksburg, SC)