ROBERT SMITH

Certified Technician/Operator

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

SUMMARY

An accomplished IT professional with a solid career managing Support Desk and IT Operations, with a background in developing procedures to promote strong end-user relations and upholding SLAs. Ensure resolution of technical issues by monitoring, evaluating and resolving IT infrastructure incidents. Work well leading a diverse team to achieve stringent project management goals and dead-lines.

CORE COMPETENCIES

Microsoft Office, Microsoft Word, Microsoft Excel, Microsoft Powerpoint.

PROFESSIONAL EXPERIENCE

Certified Technician/Operator

Valvoline - 2014 – 2020

Key Deliverables:

- Answer questions about warranties or terms of sale.
- Act as the company gatekeeper.
- Suggest solutions when a product malfunctions.
- Collect and record data to monitor progress and effectiveness of treatment plan
- Communicate client progress or changes in behavior with clinical team
- Support Behavior Analysts with parent-training
- Customer Service, In house tech services, On-site Tech services and repair, assisting customers with tech related questions and information, Sales.

Certified Technician

Delta Corporation - 2002 – 2003

Key Deliverables:

- Over at Valvoline, we change your car oil, service your lights, fluids, and top off your tires.
- We do much more at the Westbury store such as inspections, tire rotations, belt & battery replacement, AC service and engine/cabin air filters.
- Reliable tech associate for any tech needs.
- Skills Used knowledge of computer software and hardware, knowledge of Word, Excel, PowerPoint, Photoshop, knowledge of many Xerox machines, use of .
- Taking in work orders based on knowledge of known PC and Tablet issues.
- Operating cash register when needed.
- Stocking shelves and overhead spaces with inventory.

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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High School Diploma - 2012(Canisius High School - Sanborn, NY)

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