Robert Smith

Computer Support Technician I

CONTACT DETAILS

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PERSONAL STATEMENT

Working as a computer technician for field solutions. knowledgeable in the computer field a lot about the hardware in a computer. Experience in the it field have built several computers from starting with the tower and putting the parts in the machine.

WORK EXPERIENCE

Computer Support Technician I

ABC Corporation - 2000 – 2004

Responsibilities:

- Installed Arcserve 2000 on Windows 2000 Server to create and monitor network backups.
- Monitored Network Utilization of printers and applications.
- Setup and Monitor Viruses through Norton Antivirus.
- Set up workstations for Norton Antivirus through Symantec System Center.
- Create users in Active Directory, along with assigning rights and group memberships.
- Installs applications onto a server for shared network access.
- Assist students, faculty, and staff with numerous computer issues.

COMPUTER SUPPORT TECHNICIAN

ABC Corporation - 1996 – 2000

Responsibilities:

- Provide technical support for customers requiring assistance with IT, desktop and application software related problems.
- Provide immediate resolution where possible user issues.
- Document, monitor status of unresolved tickets, report, escalate and propose solutions as needed.
- Performed PC installations Provide standard desktop throughout the organization, (i.e.
- Windows NT 4.0/95 & 98, 2000, XP, Outlook, etc.) Resolves trouble calls relating to software, modem, printer installations and reconfigurations.
- Perform security administration of limited levels on Windows accounts, UNIX, Oracle and Meridian Mail.
- Deployment of hardware, software and global upgrades.

Education

Master of Information Technology - (American Intercontinental University - Hoffman Estates, IL)

SKILLS

Management, Facilitation of training, Troubleshooting, Electronic repair, Customer service.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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