

ROBERT SMITH

Computer Systems Analyst II

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SUMMARY

Looking for a position as a Computer System Analyst with over 7 years of experience. Exceptional in troubleshooting skills and knowledge of different operating systems.

SKILLS

Metaviewer Enterprise Software, UNIX/Linux Microsoft Office, And MAC, Adobe Photoshop, Macromedia Dreamweaver, Adobe Flash, HTML, JavaScript.

WORK EXPERIENCE

Computer Systems Analyst II

Metafile Information Systems Inc - May 2011 – Present

- Collaborated with end support technical team leaders to assess client business needs; install and configure core company products and services; manages client change requests while providing overall customer service.
- Implement meta viewer document management software and integrate it with ERP systems such as dynamics great plains(GP), ax, SL and vai s2k.
- Create meta viewer ODBC data population tasks using SQL server, SQL commands.
- Assist in the development and drafting of client automation expansion needs and requirements.
- Install a meta viewer document management web server on IIS platform customizing configuration files using javascript, HTML, asp. Net, visual basic languages.
- Create MSSQL databases, linked servers, views and stored procedures with queries and edit tables with knowledge of SQL commands.
- Provide end user and administrator training for optical character recognition(OCR), meta viewer document management and workflow software.

Desktop Engineer And Domain Administrator

First Republic Bank - June 2010 – January 2011

- Managed user accounts and policies; collaborated on special technical projects applying various banking applications; provided technical support and excellent customer service in a challenging technical environment; maintained corporate laptops.
- Inputted/updated work orders and requests in bmc remedy and ibm dk help desk systems.
- Used proxy pro master and goto assist to remote control and resolve computer issues.
- Installed, removed, repaired software using "bmc marimba tuner administrator".
- Tested applications in a vmware virtual pc environment before enterprise roll-outs.
- Experienced concur expense management software and hyland onbase client for imaging documents.
- Applied microsoft sharepoint 2007 to update calendars, projects and documents.

SCHOLASTICS

- Master Of Business Administration - January 2013 to 2015 (University Of The Incarnate Word - San Antonio, TX)
Bachelor Of Science In Computer Information Systems - July 2008 to 2010 (University Of The Incarnate Word - San Antonio, TX)