ROBERT SMITH

Sr. Computer Systems Engineer

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SUMMARY

Information Technology Professional with a diverse business and technical background. Proven track record of assisting and leading organizations in meeting their business and financial goals.

CORE COMPETENCIES

Project Management, Information Technology, Telecommunications, Procurement, Technical Writing, Technical Support.

PROFESSIONAL EXPERIENCE

Sr. Computer Systems Engineer
ABC Corporation - 1999 – 2000

Key Deliverables:
- Responsible for supporting all of the remote users who dial into our servers via Remote Access, Dial-Up Networking, and Secure ID cards.
- Setup and configure laptops and desktops with Windows NT Server, Workstation, and Windows 95, with various other applications.
- Work on IBM, Compaq, and NEC laptops which include setup configure, upgrade, and troubleshooting.
- Install, configure and support Lotus Notes on users desktops and laptops.
- Troubleshoot and support Lotus Notes via Remote Access for all remote users.
- Perform maintenance on Hewlett Packard printers such as 4P, 5P, and 5Si.
- Prepare PCs and laptops for Y2K which includes service packs and patches for Windows.

Computer Systems Engineer
Delta Corporation - 2005 – 2008

Key Deliverables:
- Contracted by Hewlett-Packard (formerly EDS) to facilitate technical service and support at client headquarters, providing onsite, desk-side support .
- Configured computer systems and servers for Ryder, Miami Fl, Boca Executive Airport, Fl and SONOCO Packaging Co, Hartsville, SC.
- Job termination, business closed.
- Evaluated systems for effectiveness, analyzed system scalability, and applied troubleshooting skills any problems that occurred in a variety of .
- Key Accomplishments Configured and repaired a wide array of HP enterprise business IT equipment.
- Installed HP-UX operating systems on custom-built HP A, L, and N class rack servers.
- Worked closely with sales representatives to fulfill Build to Order systems.

EDUCATION

- Business Administration - 1993(Western Connecticut State University - Danbury, CT)