

# ROBERT SMITH

## Deskside Support II

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### SUMMARY

Seeking a challenging position with opportunities for expanding upon existing skills. Help Desk Support Hardware Supervisory experience Fluent in Spanish.

### SKILLS

IT Support, Technical Skills.

### WORK EXPERIENCE

#### Deskside Support II

ABC Corporation - January 2010 – June 2015

- Completed Windows XP to Windows 7 migration for all Warehouse computers in 20 locations.
- Provided onsite and remote 2nd Level Deskside Support using the Service Now ticketing system.
- Backed up users data, reimaged using SCCM, and restored data for desktops and laptops.
- Created, modified, and terminated user accounts and groups in Active Directory.
- Installed and provided support for Microsoft, Adobe, Cisco, Lenovo products, and more.
- Responsible for keeping hardware inventory up to date for all equipment.
- Managed and scheduled hardware recycling program for equipment both onsite and at offsite locations.

#### Deskside Support

Delta Corporation - 2008 – 2010

- Answering customer calls and resolving over the telephone Remotely logging into customers PC using Remote Desktop to resolve computer issues .
- Ameriprise Contract position working Level III Desk Side support for Unisy s.
- Troubleshooting software and hardware problems at the users desk as escalated from the helpdesk including VPN and application errors and removing .
- Installing new software to users PC and assisting them with any questions regarding the application.
- Working in Active Directory to move computer accounts to correct OU, reset passwords etc.IMAC - Re-imaged and setup PCs for refreshes of equipment .
- Provide day to day Support for end users on a variety of technical issues Installation Configuration and Troubleshooting of Lotus Notes 8.5 Deploy .
- Working with refresh team to upgrade Center for Medicare Medicaid Center computers.

### SCHOLASTICS

- Completed course 6292 Installing and Configuring Windows 7 Client - (New Horizons)