

# ROBERT SMITH

## Desktop Analyst III

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

### SUMMARY

22+ years experienced Computer Desktop Support Analyst and infrastructure technician, including 12 most recently in a major manufacturing Fortune 200 environment; excellent problem-solving, communication and interpersonal skills; self-motivated IT professional that can assimilate all responsibilities.

### CORE COMPETENCIES

Software/Hardware Microsoft Windows XP/7/8 (Very Strong), Various UNIX And LINUX Flavors (low To Intermediate), MacOS (low To Intermediate), MS Office Suites Lotus Notes; Web Browsers, Various Full-edit CAD Applications, Environmental Monitoring (SAFER), Aspentech Manufacturing (IP21), Dell, HP, IBM Servers, Desktops, Laptops, And Workstations.

### PROFESSIONAL EXPERIENCE

#### Desktop Analyst III

Insourcenow - February 2002 – Present

##### Key Deliverables:

- Active directory - creating/deleting/maintaining user and machine domain accounts, creating security groups and subsequent ACL administration, file/folder permissions, password resets, etc.
- TCP/IP, DNS, and DHCP configurations; IP addressing, physical network issues and connectivity.
- Creating and maintaining PC images and managed computer replacement rollouts.
- Installing and supporting a various technical, cad and manufacturing software applications.
- Wrote updated technical documentation and procedural/instructional manuals.
- Software/hardware /memory/hard drive/printer/peripheral installation.
- Investigating and resolving complex operating system and software conflicts and incompatibilities.

#### Desktop Analyst, Server Support

Computer Aid, Inc - January 1996 – January 2002

##### Key Deliverables:

- Escalated and standard pc and laptop hardware/software support and analytical troubleshooting.
- Microsoft Exchange, Novell NetWare and lotus notes server administration (regional office).
- Created and tested all new os images as the hardware and technologies advanced throughout the PC lifecycle.
- Provided; technical support for a variety of special internal and external it projects.
- Managed the internal helpdesk and technical leader for desktop technicians (client site).
- Provided network connectivity in wiring closets, punch-downs, ethernet cabling, etc.

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- Provided day-to-day end-user support; diagnosed root causes of technical problems and supplier corrective actions.

### EDUCATION

- Certificate in Course - (University Of Delaware )Bachelors - (University Of Delaware )