ROBERT SMITH

Desktop Specialist

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Seeking a Desktop Specialist position where I can utilize my proven experience in user support, computer operations activities, networking, troubleshooting, implementation, administration, and 2nd/3ed level support. Would also like to utilize my language skills. Fluent in Arabic, Armenian, Turkish and English.

JANUARY 2012 – APRIL 2012

DESKTOP SPECIALIST - ABC CORPORATION

- Set up new users workstations from imaging a new laptop or desktop to setting up their Cisco desk phone.
- Configured their Lotus Notes account.
- Added new users to the BES or Traveller for corporate email on iPhones.
- Assisted with setting up conference rooms for large meetings.
- Provided all Desktop Duties to all users and visitors.
- Required to perform remote support when in town.
- Required to keep correspondence with clients regarding multiple issues.

2010 – 2012

DESKTOP SPECIALIST - DELTA CORPORATION

- Leading consulting firm proving IT professionals with project and full-time based employment opportunities in web development and system integration .
- Hardware support for various personal computer and network vendors included troubleshooting, installation, design, and configuration at the CarMax .
- Updated process book and created training procedures to facilitate high volume workload reduction and restore customer confidence in support .
- Trained additional support personnel in various platforms and software support.
- Windows NT migration for over 10,000 end users, Windows Server setup, Group Policy, Configuration, Image network deployment of business applications, .
- Major Rollouts).
- Supported 1000 users across five buildings, PC & Thin Clients, Resolved internal and external customers issue via phone, email, remote and desk side .

EDUCATION

CIS In Computer Science

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SKILLS

Vutek Printers, Planning Skills, Supervising Skills.