

# Director of Technical Support

# ROBERT SMITH

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## Objective

Over 10 years of senior executive management experience with a strong technical background. Over 16 years of startup experience with seven companies of which three companies have either IPO'd or acquired. Recent MBA education gave me in-depth insights of finance, marketing, and running a successful business.

## Skills

Excellent Problem-solving Abilities, Network Management And Design, Data Center Operations, IT Staff Management, LAN / WAN Design And Support, Telecommunications Management.

## Work Experience

### Director of Technical Support

**ABC Corporation** - June 1997 - August 2015

- Experienced and committed to maintaining cutting edge technical skills and up-to-date industry knowledge.
- Director of Technical Support Lithia Motors Inc - Medford, OR Directly responsible for 8000 computers and laptops.
- Established compatibility with third party software products by developing program for modification and integration.
- Designed and deployed over 7500 VOIP phones saving the company \$600k a year.
- Managed \$1.8 Million yearly in Information Technology hardware and software.
- Coordinated with systems partners to finalize designs and confirm requirements.
- Managed \$2.2 million yearly in telecom expenditures.

### Director of Technical Support

**Delta Corporation** - 1992 - 1997

- Managed the technical support and customer service organization of a RAID based network storage product Customized the open source CRM software to .
- Worked closely with the engineering and the sales organizations to improve the customer satisfaction Managed consulting services to clients on .
- Oversee three unique hospital software and hardware product lines support groups Paragon, Horizon Clinicals, OneContent Patient Folder representing .
- Application software maintenance revenue review to ensure and predictable income stream Experienced leader in transitioning teams to new roles while .
- Influence and oversee outsource vendor Create and update knowledge and training program Cross communicate needs of the support group with other .
- Project Director Managed support team and budget for on-line auction technical application.
- for a fleet of 125 yachts ranging is size from 20 meter to 50 meter.

## Education

High School Diploma