

# ROBERT SMITH

## Director of Technical Support

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### SUMMARY

Experienced Director of Technical Support professional with hands-on technical experience with a primary focus on customer service, help desk, security and infrastructure along with excellent communication skills and the ability to build strong working relationships at all levels of an organization.

### SKILLS

IT Management, IT Leadership, IT Project Management, IT Security.

### WORK EXPERIENCE

#### Director of Technical Support

ABC Corporation - 2010 – 2014

- Responsible for identification, development, implementation, documentation and continuous improvement of business processes, information security, mobility, infrastructure systems and system technologies for 2,000 employees across 7 branch locations.
- Provided leadership for eight technical support specialist.
- Managed of \$2M budget.
- Reduced IT incidents 30% globally by implementing ITIL methodologies and change management procedures including automated approval processes.
- Implemented cloud storage solution resulting in 30% productivity increase and \$200k annual savings.
- Championed migration from third party mobile billing provider resulting in \$325k savings annually.
- Decreased inventory and licensing expenses \$50k by establishing application and desktop system standards..

#### Director of Technical Support

Delta Corporation - 1995 – 1997

- Director of Technical Support Daily technical support for clients throughout the USA and Canada via phone, email and interoffice conferences.
- Responsible for web based training of all new and existing clients as well as coordinating venues for training conferences.
- Create graphics and mini-web sites within each parent site for advertisers.
- Project Manager for new membership database contract o Analyzed and edited Request for Proposals (RFP) and Technical Performance Specification (TPS) .
- Increased computer network reliability by 30% after replacing network service and maintenance provider with certified contractor resulting in .
- Helped implement technical support department and supervised all aspects of technical support Public School Teaching and Administrative, Director of .

- Managed the technical support and customer service organization of a RAID based network storage product Customized the open source CRM software to .

## SCHOLASTICS

- BA