

ROBERT SMITH

Director of Technical Support

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A Director of Technical Support position in management or engineering that utilizes the skills and abilities that I have amassed over forty years in the maritime industry.

MAY 2004 - APRIL 2005

DIRECTOR OF TECHNICAL SUPPORT - ABC CORPORATION

- Implemented business models, work plans, and best practices to improve overall productivity, functionality, and direction for departments to incorporate company-wide strategic plans.
- Identified Crisis Management weaknesses and needs which lead to developing and implementing full scale production escalation policies, procedures and processes, improving overall Severity One crisis management and root cause analysis.
- Developed system reporting metric scorecards to track and analyze outages and service interruptions against SLAs.
- Drastically improved Help Desk and Server first-call resolution, response time, productivity and customer service for end users.
- Built very strong reliable stable customer focused teams through coaching, mentoring, training, recruitment and vision.
- Identified unfavorable hardware spending, lowered costs and spending by creating options that provided the same support and tools needed by business units.
- Created plan for integrated infrastructure systems to leverage KNOVA knowledge tool, Remedy case tracking tools, change and configuration management systems, and integrated call management system.

2002 - 2004

DIRECTOR OF TECHNICAL SUPPORT - DELTA CORPORATION

- 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 .

EDUCATION

MS

SKILLS

Engineering Management, Operations Management, Contract Management, Supervision.