

ROBERT SMITH

Director of Technical Support

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

SUMMARY

30 years experience with specialization in software engineering, web development (most recently using Sencha ExtJS Javascript framework), website design and development, digital imaging, web-to-print, digital printing and publishing, digital photography, 3D computer graphics, and electronic document management.

CORE COMPETENCIES

Sales Management, Sales, Marketing, Advertising, Quality Management, Production Management, Teaching, Computer Repair, Network Administration.

PROFESSIONAL EXPERIENCE

Director of Technical Support

ABC Corporation - July 2000 – July 2020

Key Deliverables:

- Managed and directed computer technology department and programs.
- Created and managed budgets.
- Developed continuing education courses, committees, and met with community chamber of commerce boards.
- Purchasing agent for all technical related items including hardware, software, training materials, and support systems.
- My marketing strategies and advertising campaign increased computer class and program sales by 300%.
- Redesigned associations website leading to a 500% increase in pages viewed per month.
- Served as network administrator & built and installed Windows NT server saving an estimated \$400 per week.

Director of Technical Support

Delta Corporation - 1998 – 2000

Key Deliverables:

- Responsible for the customer service department for four vertical markets Healthcare, Credit Union, Government and Commercial; including all .
- This position demanded a comprehensive developer level understanding of the applications design/deploy concepts and ongoing maintenance and service .
- Investigated new technologies/products as needed and brought them to the forefront to determine the viability of such technologies as required to .
- Provided hands-on support for faculty of the College of Arts and Sciences in a variety of microcomputer applications.
- Assisted in strategic planning and grants development for the college Conducted informational seminars in microcomputer applications for its faculty.

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- Responsible for overseeing and introducing new technology in multiple sites (9), trouble shooting, training, continuous improvement, lean.
- Vice President of Tech Services.

EDUCATION

MBA

