

Robert Smith

Director of Technical Support

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SUMMARY

Effective planning and organizational skills. Ability to successfully manage multiple priorities and assignments Possess effective presentation, verbal and written communication skills. Proven capacity to approach problems effectively and creatively. Able to make quality decisions and provide accurate measurements of results.

SKILLS

Directing Skills, Technical Skills.

WORK EXPERIENCE

Director of Technical Support

ABC Corporation - August 2011 - December 2015

- Recently promoted from Operations Manager, Healthcare Codes and Compliance.
- Responsible for ensuring that all ABMGS supported Medical Treatment Facilities deliver continuously compliant Operations and Maintenance services as accredited by The Joint Commission or AAAHC.
- Direct responsibility new program development at Ireland Army Community Hospital, Fort Knox, KY.
- Increased global support infrastructure and profitability by implementing and managing global VOIP Support system.
- Worked with reps on co-op advertising, promotions and sales spiffs.
- Participated in functional testing of product releases.
- Tested all ANSI formats before moving accounts into production.

Director of Technical Support

Delta Corporation - 2010 - 2011

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

EDUCATION

Bachelors