# Help Desk Team Lead

# ROBERT SMITH

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## Objective

(3) Years of experience in Help Desk Management and Project Management. (6+) Years of experience in both Tier I / Tier II Help Desk Support and Leadership. Specializing in: Creating multimedia self-help training guide documentation and training videos along with, architecturing knowledge bases and training websites.

## Skills

MS Office, Management.

## Work Experience

### Help Desk Team Lead

**Cyberdata Technologies** - November 2015 – 2020

- Provides hands-on end user support while overseeing multiple helpdesk level 1 technicians up to 6.
- Provides operational and product categories, templates, and other requirements so the remedy system can be configured to support the Decennial test.
- Diagnoses and resolves problems of customer reported incidents Installing, configuring, and troubleshooting, customer software and hardware Enter all trouble calls into an automated call tracking system (Remedy).
- Ensures that problems are escalated appropriately until a resolution is reached.
- Serves as a liaison to other IT services and Decennial operations Maintain a comprehensive knowledge base of known problems and their resolutions Research, evaluate, and provide feedback on problematic trends and patterns Develop standard operating procedures (SOP) and accompanying knowledgebase articles Develop/enhance customer service performance requirements Ensure the rigorous application of information security/information assurance policies and practices Analyze/recommend/implement systems and processes such as voice recording systems, logging, and tracking systems Ensure compliance with appropriate service level agreements Monitor the mail-in databases, forward mail as appropriate, and enter reported problems into the Remedy tracking system.
- Attends training sessions, workshops and/or conferences as either a participant or a presenter.
- Attends meetings and provide detailed minutes regarding various aspects of new or existing systems, serving as an expert user.

### Help Desk Team Lead

**Delta Corporation** - 2014 – 2015

- Maintained the Reddyice help desk and lead 3 direct reports.
- Handled all escalations and Project Managed the Following New Ticketing System Roll Out, reported directly to the VP of IT.
- Cisco VoIP implementation, Architectured a Knowledge Base, Creating Professional Training Documentation for the Help Desk and End Users, Managed the .
- Defense Information System Agency | Joint Spectrum Center Administer effective frontline desk assistance to customers where inquiries are beyond the .

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- Contract Assignment) Security Clearance Secret Description of duties- Supervise 6 Technicians.
- Troubleshoot software and networking configuration problems on Microsoft Windows NT/2000 workstations at the Pentagon in Arlington, VA.
- Later worked in the Telecommunication Group.

## Education

A.A.S. in Information System Security - (Anne Arundel Community College - Arnold, MD)

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