

# Robert Smith

## Helpdesk Technician/Specialist

### **CONTACT DETAILS**

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### **PERSONAL STATEMENT**

To gain experience in the workforce so that can advance education and build a foundation of skills and abilities in business, customer service, marketing and information technology.

### **WORK EXPERIENCE**

#### ***Helpdesk Technician/Specialist***

**ABC Corporation - July 2012 - May 2014**

##### *Responsibilities:*

- Troubleshoot hardware, software, network and mainframe related issues.
- Testing of networks and bridges for functionality.
- Assist with defining and documenting knowledge base articles.
- Strong technical and customer service skills.
- History of proven high-quality metrics and excellent attendance.
- Understanding and experience with Microsoft operating systems.
- Experience of maintaining Windows Active Directory.

#### ***Helpdesk Technician***

**ABC Corporation - 2009 - 2012**

##### *Responsibilities:*

- For Trace Die Cast, I was an interning help desk technician under the authority of the IT manager as well as the help desk manager.
- During my time there, I was responsible for the day to day operations of the companies network, hardware, software and client computers.
- Gained experience in networking hardware and software as well as how to establish wired and wireless networks.
- Experience in hardware and software troubleshooting with over 300 computers within the company.
- This job was very hands on and I spent very little time speaking with clients on the phone.
- In the last weeks of my internship, I was also assisting in the launch of a new ERP packing to restructure the companies internal operations.
- (Note The company manufactured aluminum automotive parts in a very loud and hot environment.) I was also responsible for ensuring that the die cast machines stay connected to the network properly to ensure that accurate data was being received.

### **Education**

High School Diploma - (North Scott High School)

### **SKILLS**

Terminate RJ-11 and RJ-45 Familiarity with multiple-line phones 10+ yrs. computer experience.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)