

ROBERT SMITH

Sr. Information Technology Technician

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

SUMMARY

Highly experienced IT Professional with a record of developing and supporting successful projects and solutions incorporating a wide range of applications and technologies. Consistently recognized and tasked by management to improve organizational effectiveness and efficiency through personal contribution and performance.

CORE COMPETENCIES

Microsoft Office, Adobe Creative Cloud Suite, Visual Studio, Cisco Networking, MS Server 2012, Exchange Server, Java Programming Language, HTML, MS SQL, C++, C, Amazon Web Services, HP Enterprise Aruba Switches.

PROFESSIONAL EXPERIENCE

Sr. Information Technology Technician

University Of Maryland Medical Centers - April 2016 – 2019

Key Deliverables:

- Assisted in the transition of multiple projects throughout the University of Medical Center network including all hospitals and satellite offices.
- Worked with department nurse managers, to complete assigned project tasks.
- Ensured complete transition of multiple project upgrades during work hours at each location.
- Responsible for extensive configuration and troubleshooting of Windows 7, printers, and UMMC specific hardware and software.
- Completed the Windows 7 migration project.
- Resolve and maintain workstation issues related to upgrades, software, and hardware failure.
- Researched, planned, and acquired an IP video system (VBrick) to replace an aging video network in more than thirty-five buildings Created and applied enterprise-wide IT standards and procedures across more than sixty schools.

Information Technology Technician

ABC Corporation - 2011 – 2016

Key Deliverables:

- PG county technician dealing with technology services issues, Tasks Include issuing and retrieving several forms of equipment for schools and teachers; Resolving with Windows 7 and MAC OSX Software issues.
- Deploying software images for both Mac OS and Windows Operating systems.
- Ensuring computers were properly on the network, as well as the domain.
- Using active directory to reset user passwords(teacher and student).
- Providing customer service to teachers that are in need of help.
- Overseeing device usage by students and staff.

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- Deploying images and designated software to devices.Troubleshooting,Diagnosing and repairing devices(Hard Drive replacements, RAM/CPU re-seating and replacements,LCD Replacements,Hard drive backup and format, and much more; Monitoring use of about 145.

EDUCATION

- Bachelor of Science in Information Systems Security - (University of Phoenix - Phoenix, AZ)