

Infrastructure Technician

ROBERT SMITH

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Objective

Pursuing a full-time engineering position with a company that can utilize a motivated individual, possessing a passion for lean operations and an eagerness to acquire new skills.

Skills

Excellent Customer Service, Communication, Keyboard And Basic Software Knowledge, Knowledge On Printer And Fax Machine Usage Punching Down And Terminating Cat5 Data Cables.

Work Experience

Infrastructure Technician

Nityo Tech - July 2016 - May 2018

- Manage, add and remove user accounts in Active Directory.
- Manage, add and remove users from distribution groups in the Active directory.
- Manage, add and remove users from security groups in Active Directory.
- Install and uninstall programs and applications from desktops and laptops.
- Troubleshoot and resolve issues with Microsoft Office Products.
- Image new computers for deployment.
- Track, manage and resolve tickets in ticket software.

Infrastructure Technician

Delta Corporation - 2015 - 2016

- Responsible for INOSC LAN and WAN spanning 80+ military installations.
- Managed boundary switches and routers running BGP, OSPF, and EIGRP maintaining compliance, providing O&M, and implementing configuration changes.
- Administered and monitored VPN, provided support and troubleshooting.
- Provided database support to the Requirements Analysis Team for National Telecommunications Architecture.
- Created orders ensuring accuracy of circuit type, location, pricing, due dates, project funding and contacts; Created queries and customer reports.
- Researched vendor sites for costs analyses and service area availabilities.
- Managed all aspects of technology in the studio.

Education

Associate of Applied Science in Computer Network Systems - (ITT Technical Institute)