

ROBERT SMITH

Infrastructure Technician

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

SUMMARY

Looking to acquire a summer internship or CO-OP to further develop professional skills in the fields of Civil and Environmental Engineering.

CORE COMPETENCIES

Cable TV, Internet, and Telephone installation, Building Maintenance, Basic Autobody Repair, Forklift Operation, Management.

PROFESSIONAL EXPERIENCE

Infrastructure Technician

ABC Corporation - January 2008 – June 2012

Key Deliverables:

- Worked independently as a regional Local IT (LIT) for nine Duke Energy district offices and one power generation station.
- Around 300 users, 250 machines.
- Was the safety and wellness representative for my group.
- Responsible for the implementation, maintenance, tracking, and onsite support of end-users.
- Include onsite and remote desk-side technical support, asset management, consultation, IT deployment coordination, and occasional telecommunication maintenance and recovery work.
- Responded to problem requests as specified by the priority definitions within Service Level Agreements.
- Kept assigned Enterprise Help Desk Remedy data updated.

Infrastructure Technician

Delta Corporation - 2007 – 2008

Key Deliverables:

- Installed the companys service management software.
- Maintained website layout and content.
- Pulled Cat 6 cable and Fiber Optic cable into new construction building and existing buildings - Used tools such as drills, punch tools, hammers, and .
- Camera water and sewer lines the cracks breaks and leaks Accomplishments Im a laborer I get all materials for master technician.
- Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end-users, and recommend and implement corrective solutions in .
- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations.
- Develop and maintain an inventory of all software and hardware.

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EDUCATION

- Bachelor of Arts in Geography - (Indiana University SE)