

ROBERT SMITH

IS Support Specialist

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

SUMMARY

Experienced Desktop, Network/System Administrator with 18 years of experience in Troubleshooting, Supporting and Managing Networks, NOS and applications. Able to dispatch, track, open and close service calls using Peregrine, Remedy, Num Trackit ticketing system. Manage user accounts utilizing Active Directory via MS server 2000, 2003, 2008r2, Citric and Cisco Server.

CORE COMPETENCIES

PC Hardware and Operating Systems, Programming Languages.

PROFESSIONAL EXPERIENCE

IS Support Specialist

ABC Corporation - March 2016 – July 2020

Key Deliverables:

- Managed and maintained day-to-day support of operation within the facility.
- Supported and managed Desktop/Laptop connectivity Insuring VP, Director, HR, etc have daily connection.
- Supported and managed daily software in use by management and production.
- Supported and managed local/network printer installs and connectivity.
- Supported and managed onsite network devices, Juniper switches, ZLink virtual desktops, Zebra Label Printers, HP Document wireless printer, Polygram phone system.
- Managed complete and resolve tickets via.
- Supported and Managed Macbook Air.

IS Support Specialist

Delta Corporation - 2000 – 2016

Key Deliverables:

- Maintain a variety of computer equipment including computer workstations, printers, laptop computers, PDAs, etc Perform advanced troubleshooting to .
- Answer help desk phone calls and document issues.
- Install, configure, and upgrade software during rollouts.
- Perform troubleshooting of the operating system and network.
- Provide service to employees by listening and understanding their situation.
- Responsible for the installation, configuration, and maintenance of a large variety of computer equipment including computer workstations, printers, .
- Heavily involved in the hospital wide Windows upgrade deployment project with a completion rate of 32% (January 2015) to over 78% (currently).

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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