

# ROBERT SMITH

## IT Department Manager

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IT Department Manager professional with 15 years experience ready to continue career in NW Arkansas. Knowledge and skills consist of a full range of installing, troubleshooting, and maintaining the hardware and software of desktop and server systems, peripherals, mobile devices, and network components. Additional abilities include providing user training and support, project management, collaborating with vendors and contractors and evaluating new technologies to improve business processes.

## EXPERIENCE

### IT Department Manager

#### ABC Corporation - 2010 - 2014

- Ensured the entire IT infrastructure of the company including networks throughout Central America, local and remote user support, ERP, Firewalls, VPNs, physical and virtual servers, Website, Communications and develop systems to expedite the activities of the company.
- Implemented of ERP System Exactus throughout Central America.
- Responsible for the twenty plus locations we serviced throughout the country as well as the corporate office in Chattanooga.
- Managed and maintained all hardware and software.
- Insured high reliability of all systems on a limited IT budget Trained people in the use thereof.
- Maintained both remote and local servers.
- Did minor program changes to enterprise level software.

### IT Department Manager

#### Delta Corporation - 1999 - 2001

- Managed the enterprise network and computer operations for a global manufacturing company Performed hardware and application installations, .
- Six Sigma Black Belt Certified and v Managed a team of seven IT professionals under two different working towards PMP, CCNA and contracts for NASA .
- Years of experience providing customer support in IT support bench IE troubleshooting tools BARTSPE ( Linux base portable operation system).
- Hardware replacement motherboards, memory, screen replacement on laptops, Etc Mobile support for customers for subscription service.
- Maintained monthly sales quotas, customer conversion rates goal, and customer satisfaction.
- Managed IT Department supporting 50+ Computers for Television and Film Post Production Built, Configured, Deployed new hire

- workstations and setup .
- Managed IT Department supporting 150+ Computers at 3 locations for Television Production Built, Configured, Deployed new hire workstations and setup .

## EDUCATION

- Bachelor In Computer Science

## SKILLS

Microsoft Windows, Microsoft Server, IT Budget Management.