

Robert Smith

IT Desktop Support/Consultant

PERSONAL STATEMENT

To acquire a position in the IT field where knowledge of computers, networking, sales and customer service will be utilized and expanded.

WORK EXPERIENCE

IT Desktop Support/Consultant

ABC Corporation - February 2010 - February 2011

Responsibilities:

- Daily interface with users, partners of the firm, managers and vendors.
- Manage user accounts, servers, cisco phones, workstations, printers, fax machines, plotters, SANS, and WLAN.
- Provide technical assistance to computer system users.
- Answer questions or resolve computer problems for clients in person, via telephone or from remote location.
- Provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.
- Manage user accounts, servers, cisco phones, workstations, printers, fax machines, plotters, sans, and WLAN.
- Server room setup, check for issues, troubleshooting, network connection, and windows server.

IT Desktop Support

Delta Corporation - 2007 - 2010

Responsibilities:

- Install and configure Windows workstations, network configuration, user accounts and environment set up, software installation and configuration, workstation relocation.
- Provide remote support using RAdmin.
- Daily interface with users, and frequently with managers and vendors.
- Image new and old PCs for workstations.
- Provide phone support and work at tickets assigned.
- Troubleshoot phones and printers.
- Manage accounts on Active Directory.

Education

Associate in Computer Systems Technology - (COLLEGE of BUSINESS and TECHNOLOGY, NASA Campus - Houston, TX)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Spanish-English
Teamwork, Time
Management, Customer
Service, Quick Learner.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)