ROBERT SMITH

IT Engineer III

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

SUMMARY

IT Engineer with 15 plus years of experience in creating and maintaining a computer networked environment, system management, training, and workflow programming. Successful results in combing superb technical and analytical support while updating customers and associates on dynamic changes that occur from convergence, software and workflow modifications. Proven planner, leader, and provider of collaborative documentation on daily systems status reports.

CORE COMPETENCIES

Mobile Devices: Apple IOS, Android, Blackberry. Server Services: Microsoft Exchange 2003, 2007, 2010. Active Directory, DHCP, DNS, VPN, Terminal Server, Shadow Copy, DFS, IIS, FTP, Blackberry Enterprise Server.

PROFESSIONAL EXPERIENCE

IT Engineer III

Richmond Times - February 2005 – Present

Key Deliverables:

- Providing and supporting workflow objectives while developing faster and more efficient methods to achieve goals.
- Developing in-house a help desk ticket system for allowing customers to communicate QoS issues through online or offline communication.
- Effectively deploying web scripts and applications to assist with department schedules and content management online.
- Setting up and deploying X32/X64 redundant print servers running server 2003 and deployed Windows 7 X64 workstations.
- Performing remote server and workstation management, including updates, OS deployments, and maintenance.
- Implementing customer ticket system from server creation to workflow integration for Richmond.
- Developing in the C# parallel backup application for multiple profile back procedures, using XML preferences markup.

IT Systems Engineer

ABC Corp - 2003 – 2005

Key Deliverables:

- Trouble-shooting equipment/automation issues related to the networks, servers, and other infrastructure.
- Maintained the IT systems in compliance with cGMPs.
- Reviewing IT system documents, preventive maintenance, and SOPs to ensure compliance with GMP and safety.

2259 Oak Street, Old Forge, New York, 13420

© This Free Resume Template is the copyright of Qwikresume.com. Usage Guidelines

ROBERT SMITH

IT Engineer III

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

- Developed and supported the corrective actions for investigations related to IT systems.
- Used technical knowledge to assure the efficient operation of a variety of IT systems.
- Participated in audits and training programs in the area of responsibility.
- Setup netapps altavault virtual appliance for a client to allow replication to google cloud.

EDUCATION

Masters Of Science in Computer Science - August 2008 to May 2013(Virginia Commonwealth University - Richmond, VA)Bachelors Of Science in Computer Science - September 2001 to December 2004(Virginia Commonwealth University - Richmond, VA)

2259 Oak Street, Old Forge, New York, 13420

© This **Free Resume Template** is the copyright of Qwikresume.com. **Usage Guidelines**