ROBERT SMITH

IT Field Engineer

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Highly experienced IT Field Engineer Professional with a proven record as a valued contributor in supporting IT systems and networks, with a history of maintaining peak performance in a wide range of situations and technologies. Technically savvy and a quick study in emerging technology, able to quickly assess and utilize the appropriate response to meet the specific needs of the business requirement at hand.

JUNE 2014 – 2021
IT FIELD ENGINEER - KAPLAN INTL COLLEGES US

- Provided support for Windows operating systems, networking equipment, troubleshooting from the application level down to the network cable level.
- Required to take scheduled maintenance trips and emergency trips to various sites in the US and Canada.
- Provided local IT Support to base office and provide Tier 2 IT Support for tickets escalate by the service desk team.
- Assigned specific IT Operations projects and tasks that include Troubleshooting and repairing computer hardware and software issues, assisting with the maintenance of our Windows domain (file server, print server, etc.) Deploying new servers and PCs in schools and offices.
- Used company-specific PXE computer imaging procedures.
- Maintained and set up VOIP phone systems.
- Troubleshoot printers, scanners, Smart Boards, and similar devices.

2010 – 2014
IT FIELD ENGINEER - DELTA CORPORATION

- Performed on-site installations of Scholastic products Performed troubleshooting of Scholastic products for existing clients (phone and site visits), .
- Performed as a member of the Technical Support Team, providing feedback, gathering information, and disseminating information using a team approach .
- Designed and installed network systems, internet cameras, and Wi-Fi networks Serviced and sold computers, printers, and plotters Proficient in data .
- Computer and printer sales and service Skills Windows servers in every version Proficient in Quickbooks Pro, Microsoft Office, and Virus & Malware .
- Primarily responsible for the imaging, migration, and deployment of Windows 7 OS Configured and maintained network (i.e. patching cables, setting up static DNS etc.) Installed and setup network printers, scanners Configured Outlook 2010 via Google mail, and transferred .
- NetFixIt Solutions, LLC Traveled to Target locations and created Windows 7 build image SCCM/thumb drive Migrated Windows 7 onto XP workstations.

- Assisted in developing an effective method for maintaining and cataloging IT assets.

EDUCATION

Bachelor of Science in Telecommunications Management - (DeVry University)

SKILLS

Managing Skills, Troubleshoot.