

Robert Smith

IT Field Engineer

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SUMMARY

IT Field Engineer with 12 years of experience conducting intelligence analysis with the US military and private sector. A decorated combat veteran with experience in Iraq and Afghanistan. Strong foundation with computer networking and telecommunication architecture, knowledge of the OSI model, communications protocols, SIGINT tasking, collection, processing, and exploitation.

SKILLS

Training Skills, Implementational Skills.

WORK EXPERIENCE

IT Field Engineer

ABC Corporation - August 2006 - November 2006

- Developed a SQL Server 2005-driven system to store GPS data transmitted from company laptops and vehicles, which resulted in saving \$15,000 yearly from the recovery of lost/stolen assets.
- Delivered reports created with SSRS (SQL Server Reporting Services) to various levels of management.
- Collaborated with one of our customers to develop a paperless form, using Adobe Acrobat PDF forms that would be used by their field technicians when retrieving data from our systems, allowing them to reduce the time spent filling out forms by over 50%.
- Developed and implemented several Microsoft Access database-driven solutions to capture & analyze data for numerous projects.
- Fulfilled the IT support needs of over 500 field employees, with the use of remote support technologies such as LogMeIn, NetMeeting, Remote Desktop, VNC, and TeamViewer, and handled escalations from the Help Desk.
- Coordinated with a team of co-workers to deploy several thousand tablet PCs using Symantec Ghost to various field offices throughout the United States.
- Utilized SSIS (SQL Server Integration Services) to perform nightly ETL tasks that moved data from our customers data warehouse to our database systems.

IT Field Engineer

Delta Corporation - 2001 - 2006

- Install and troubleshoot hardware for clients Maintained and updated all work and tool records Prepared monthly work assignment reports for .
- Building/Configuring Kiosk PCs, configuring/implementing media servers to be used with inmate mp3 players Design, documentation and implementation.
- Technical Support in back office, servers, network printers, workstations, more.
- Identified a mechanical manufacturing defect in a celluloid component for IBM cash drawers.
- Assisted in developing an effective method for maintaining and cataloging IT assets.
- Perform onsite troubleshooting and repairs for various computer systems and networks.
- Responsible for deployment and maintenance of various POS systems.

EDUCATION

Bachelors