ROBERT SMITH

IT Generalist

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

SUMMARY

Partaking in the administration of both company cell phones and desk phones, troubleshoots as needed, and also Maintaining printers and troubleshoots issues as needed.

CORE COMPETENCIES

Html5, HTML, CSS, CSS3, JQuery, Javascript, Web Design, Photoshop, Mobile, Design, Content Management, Content Strategy, Basic Computer .

PROFESSIONAL EXPERIENCE

IT Generalist

ABC Corporation - October 2014 – January 2015

Key Deliverables:

- Strategically implemented content based on modern web design practices using Bootstrap framework and HTML5/CSS3.
- Assisted in ongoing website UX focused design and content management of a veterans-based tech startup.
- Increased overall user retention after initial launch through implementation of marketing campaign.
- Setup web weekly web metrics and reporting procedures using Google analytics.
- Produced 1000 friends and family of email mailing-list gathered across different forms of social media and landing-pages.
- Worked directly alongside CEO and Director of Product Development.
- Managed the Field Maintenance MQ-1C Gray Eagle UAS database using Windows Server 2008 R2 on a client/server based network.

IT Generalist

Delta Corporation - 2013 – 2014

Key Deliverables:

- One of the two Domain Admin for the entire organization.
- Creating, testing and managing Group Policy, System Images, Folder Redirection, Drive Mapping and other projects.
- Troubleshooting hardware, network, end user and software issues.
- Provided district level IT administrative, technical, project, and training support) Used SMS, SCCM, and Active Directory to support user accounts .
- o Analyze, design, develop, test and implement enhancements to client side functions, server methods, database procedures, and UI designs to improve .
- Responsible for all IT including security, hardware and software, installed new server running Windows Server 2008 R2, WSUS, network of Cisco .
- Research and purchase user equipment.

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EDUCATION

MS

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