

# ROBERT SMITH

## Jr. IT Helpdesk Technician

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### SUMMARY

Hard working and detail oriented with a focus in simplifying large or complex bodies of information, and communicating the information to others. Create, route, escalate and maintain tickets in companys ticketing system.

### SKILLS

HTML 5, CSS3, Javascript.

### WORK EXPERIENCE

#### Jr. IT Helpdesk Technician

ABC Corporation - July 1994 – July 2014

- Provided desktop support for 20+ on-site local small business users, and 120+ local users.
- Provided remote assistance via RDP, VPN, Windows Remote Assistance and Team Viewer tools to remotely assist 100+ users.
- Manage VPN client access Consistently average 10+ tickets a day with the phone, email and remote assistance tools.
- Manage IT assets - Purchasing, Replacement, Maintenance.
- Manage Tape Backup rotation Main point of contact for break/fix and issue resolution Provide on-call support.
- Managed computer and user accounts via active directory.
- Received and setup new desktop/laptop PCs to corporate specifications.

#### IT Helpdesk Technician

Delta Corporation - 1992 – 1994

- Current Variety of different retail and service-based locations, such as Truck Stops.
- Managed two teams that consisted of nine employees Achieved quality assurance operational objectives Built a collaborative environment for a team.
- Maintain compliance within an ISO 9001 environment with DOE regulations Develop quality assurance plans using root cause analysis of quality trends.
- Provided campus-wide technical support for faculty and staff.
- Successful design and implementation of Campus-Wide updates (Hardware and Software).
- Provided Desk, E-Mail, and Telephone support to the entire campus.
- Managed and assigned tasks to a team of student workers.

### SCHOLASTICS

- IT - June 1984(Medical Technology College - Thanh pho Ho Chi Minh)