

ROBERT SMITH

IT Helpdesk Technician III

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Seeking an opportunity to work for an organization that maintains strong values and a challenging, fast-paced work environment. Contribute expertise in business administration and management (including critical analysis and high stake decision-making), local marketing communications, customer service, and basic technology.

EXPERIENCE

IT Helpdesk Technician III

ABC Corporation - AUGUST 2007 - SEPTEMBER 2010

- Troubleshoot and coordinate resolution to desktop communication problems and remote system connections; troubleshoot software and/or equipment errors and coach users in correcting reported problems.
- Inform and train users in equipment/software operation; analyze and make recommendations on response time, training design, user support needs or customer satisfaction.
- Prepare and maintain technical documentation and procedures; perform preventative maintenance and repair hardware.
- Provide technical support for Windows Mobile 6 & 6.5, Apple iOS and Android cellular phones along with iOS iPads.
- Install, upgrade and support Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10 and Apple OS laptops/workstations.
- Purchase and maintain hardware including Servers, Workstations, Laptops, IP Phones, Cellular Phones, Switches Coordinate equipment deliveries, software licensing compliance and inventory/asset control.
- Researching and planning proper hardware for new business projects.

IT Helpdesk Technician

Delta Corporation - 2005 - 2007

- Assisted users in various IT-related inquiries, as well as oversaw multiple computer laboratories.
- Configured and installed new devices and software; maintained the Computer system; PC troubleshooting; Provided helps and advice to end-users.
- Provided telephone and remote technical assistance to over 25,000 customer base in the US, Mexico & International regions via voice, voicemail.
- Listen to the needs of customers and provide appropriate resources, troubleshooting, and problem resolution.
- Maintain software and hardware throughout the college.
- Assist clients by providing hands-on training when needed.
- IT Desktop Services Tech I/Field Engineer Provide first and second-tier

end-user technical support via scheduled rotation at the IT Help Desk.

EDUCATION

- Bachelor Of Arts In History - (NEBRASKA WESLEYAN UNIVERSITY - Lincoln, NE)

SKILLS

Microsoft Office 2013, Microsoft 2003, Windows Xp, Windows 7, Windows 10.