

Robert Smith

IT Helpdesk Technician II

PERSONAL STATEMENT

Goal oriented with a strong drive to learn and succeed. Able to thrive in a fast paced and dynamic work environment. Keen attention to details while performing multiple tasks.

WORK EXPERIENCE

IT Helpdesk Technician II

Peterson Holding Company - August 2014 - 2020

Responsibilities:

- Prepare, organize logistics and plan strategy for on-site roll out projects to save time.
- Maintain record and control hardware inventory reducing the budget cost.
- Prepared product audit checklist and audit plan for company assets and procedures.
- Report, monitor and review weekly inventory adjustments to IS VP/Director.
- Prepare and document problem resolutions of current applications for easy tracking and audit trail.
- Conceptualize and document resolutions to current business web applications running on all platforms and browser versions.
- Coordinate, schedule and provide training materials to field technicians and service managers.

IT Helpdesk Technician

Delta Corporation - 2010 - 2014

Responsibilities:

- Deployed and setup 30 desktops daily meeting 100% deadline
Delivered 100+ Apple Macbooks to Google Techstops weekly Repaired and troubleshot damaged.
- Provided help desk support to end-users with hardware, software, and networking issues Responsible for upgrade and repair of all company desktops.
- Provided technical support for the installation, repair, and maintenance of workstations (including associated software), and related hardware.
- Trained new hires in network support and customer service protocol
Responsible for performing first-level IT support on issues.
- contracted to the USVA National Service Desk) Austin, TX Duties Answer the National Service Desk (NSD) phone and email helpline and provide over.
- Various tasks towards the upkeep of the organization of the NSD.
- This is Dummy Description data, Replace with job description relevant to your current role.

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Management, Active
Directory, Network
Administration.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

Education

Master of Science in Information Technology Management -
2013(Trident University International - Cypress, CA)