ROBERT SMITH

Lead IT Helpdesk Technician

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Ensures that system hardware, operating systems and other software, and related procedures adhere to organizational values and company technology policies.

JULY 2011 – AUGUST 2013

LEAD IT HELPDESK TECHNICIAN - ABC CORPORATION

- Provide technical support for all residential and business customers in a professional and efficient manner.
- Including all aspects of telecommunication products offered for both DOCSIS and Fiber Optic customers.
- Troubleshoot both companywide and customer-related issues relating to cable, internet, phone, email, and alarm systems provided by the company.
- Analyze company-wide networking and video monitoring systems to ensure optimum service provided to subscribers through customized software and manual trace deduction methods.
- Maintain a professional relationship with residential and business customers through expedient support and ensuring resolution of problems by immediate follow-up reports.
- Monitor and maintain ticket queues to ensure all communication is notated for both company and customers in order to provide a detailed timeline and catalog of new and ongoing issues.
- Provide support for all hardware and software related issues for the company and customer-owned technology.

2008 – 2011

IT HELPDESK TECHNICIAN - DELTA CORPORATION

- Provided technical support for faculty and staff for Troy campus and other satellite sites.
- Resolved issues pertaining to all hardware and software issues for the University.
- This included working with both PC and Mac based machines in order to provide different departments essential hardware and software capabilities for maximum utilization in the classroom and labs.
- Provided support for all video devices implemented for educational proficiency, such as monitors, projectors, TVs, and audio systems.
- Implemented new equipment for classroom and administrative needs by setting up all new machines under departmental specifications and physically installing to individuals preferences.
- Provided hardware and software maintenance/repair on all technology, e.g.
- reformats, hardware installations, upgrading software, and replacing memory

and motherboards.

EDUCATION

Bachelor of Science in History - (Troy University - Troy, AL)

SKILLS

Data Entry, Databases, Management, Analytics.