

Robert Smith

IT Service Technician

PERSONAL STATEMENT

Obtain an IT Service Technician position in a people-oriented organization where I can maximize my technical skills in a challenging environment to achieve my personal best, as well as using my cultural skills to provide a comfortable and enjoyable work environment.

WORK EXPERIENCE

IT Service Technician

ABC Corporation - 2015 - 2015

Responsibilities:

- Provided customer service to Huntington colleagues including the West Michigan Regional Headquarters in Grand Rapids, Michigan.
- Coordinated various Huntington departments and outside contractors on IT projects at their Regional Headquarters, including Telecom/wiring vendors, Huntington Facilities, and IT teams.
- Worked on several large bank purchases/conversions and on large-scale hardware/software refreshes.
- Installed and configured hardware and software at Huntingtons growing in-store branch network.
- Used remote desktop solutions to troubleshoot remote branch and office computers.
- Ordered approved parts using internal ordering system and install/configure as necessary.
- Maintained tickets created in BVS ticket system using proper communication techniques and follow-up.

IT Service Technician

Delta Corporation - 2012 - 2013

Responsibilities:

- Repair computers and laptops brought in by customers Build desktop PCs and servers and install Windows Operating Systems Aid customers over the phone.
- Performed routine computer maintenance including software installation and updates.
- Maintained and managed network activity.
- Handled user requests through e-mail and SpiceWorks ticketing system.
- IT Service Help Desk Large and Small Format Printing Printer Maintenance and Upkeep (50+ machines) Mac/Win Computer Maintenance (200+ machines) Key .
- Working experience includes Assessing customer networks to ensure a smooth installation Physical and network installation of the copiers .
- Performed office moves throughout Aldine School District - computers, printers, monitors and reconnect at new location; including validating all .

CONTACT DETAILS

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

SKILLS

Extremely Goal Oriented,
Exceptionally Organized.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Education

MS