ROBERT SMITH

IT Summer Intern

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SUMMARY

To work with a forward thinking organization, which will provide me with an opportunity to further my career skill set. Working with members of the IT department on a variety of initiatives. Performing testing, monitoring, and analysis of procedures, reporting progress and results. Maintaining and updating processes and procedures, Researching and recommends process improvement.

SKILLS

Microsoft Office, Data Recovery, Adobe Photoshop, Adobe.

WORK EXPERIENCE

IT Summer Intern

ABC Corporation - June 2014 – August 2018

- Responsible for keeping the employees up and running on all technical devices.
- In charge of troubleshooting issues and keeping in constant communication with team.
- Developed preventative measures and security systems for network.
- Diagramed all nodes on the network and showed how the various Kanakuk campuses were connected.
- Performed regression testing for software upgrade.
- Performed day to day maintenance on corporate PCs Help Desk technical support for Kearney, Columbus, and Aurora call center employees Set up new call.
- Assisted in the set-up and supervision over a Makerbot Replicator 2 desktop 3D printer.

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Delta Corporation - 2010 – 2014

- Worked primarily on Salesforce and Dupecatcher linking contact information to their respective profiles in the ClearVision System.
- Performed various help desk responsibilities (e.g setting up monitor stands, desktop stations, repairing printers and a multitude of machines, etc).
- Participated in ClearVisionOpticals philanthropic event with special needs children at Kehilla Camps.
- Troubleshot operational computer and mobile phone software used by over 200 employees Co-coordinated the technology set-up for more than 30 summer .
- Streamlined project intake process using a technological solution reclaiming 8-10 hours per week.
- Seasonal Staff for two summers in the IT support office.
- Feel that I have gained much experience in IT infrastructure and security.

- Bachelor's In Digital Forensics