

# Robert Smith

## *IT Support Analyst IV*

### PERSONAL STATEMENT

An IT professional desiring to utilize my Desktop/Server skills, Customer Service experience, and Security knowledge to exceed technical, customer service, and overall company goals. Skilled at configuring, monitoring, upgrading and maintaining systems hardware, software and related infrastructure.

### WORK EXPERIENCE

#### *IT Support Analyst IV*

##### **Rteale Contracting - 2008 - Present**

###### *Responsibilities:*

- Responsible for IT consulting, Helpdesk, Hardware, Software and Client support for Small, Medium, and Enterprise businesses ranging from 5 to over 2500 users.
- Daily support calls consisted of Hardware, Network, Software, and remote users.
- Mission critical support for windows XP/Vista/Office, malware/virus protection, Mac OS X, windows 2000, 2003, 2008 server environment including exchange.
- Peripheral support including Printers, I/O devices, Monitors, pda's and mobile devices including Android, Blackberry, Iphone, and Tablets.
- Responsible for project, vendor and account management, facilitate communications between distribution and senior IT Management.
- Provide expert guidance to identify, organize, and resolve hardware, software, and technology issues.
- Assist senior IT management and top executives with IT solution decision making of hardware, software, and peripherals.

#### *Tech Support*

##### **RTeale Contracting - 2004 - Present**

###### *Responsibilities:*

- Developed and designed network structure for up to 5 - 10 users including wireless access.
- Responsible for installation and implementation of hardware, repair work, and software.
- Provide desktop support for repairs, installations, configurations, and continued use of hardware, software and peripherals.
- Full account administration of setting rights/policies, password resets, and process other it requests.
- Vipre, symantec, and microsoft firewall/av distribution, management, policy acceptances, administration, and rights.
- Duties include remote team viewer support for windows xp, vista, and 7, ms office 2003, 2007, and 2010, spyware/virus protection, and network connectivity,.
- Reconfigure hardware for hp/dell/ibm/sony/toshiba desktops and laptops including reconfiguring/reimaging desktop software.

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Troubleshoot Hardware and Software issues, Diagnose and Resolve Problems with Software and Operating Systems, Provide Desktop Support, Installation and Configuration of Hardware, Software and Peripherals, On-call Technical Support for Desktops, Laptops, Tablets, Mobile Phones and Printers, Dell Certified Systems Expert (DSCE)

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

## **Education**

Bachelors of Science in IT Software Engineering - July 2009 to Present (University Of Phoenix - Phoenix, AZ)  
Associate Of Arts In Criminal Justice - October 2007 to July 2009 to (University Of Phoenix - Phoenix, AZ )  
Engineering - September 1999 to June 2001 to (Sussex County Community College - Newton, NJ )