

# Robert Smith

## *IT Support Associate*

### PERSONAL STATEMENT

Track record of success leading deployment and process improvement  
Innovative performance in Information Technology with over 10 years of  
experience delivering extensive technical solutions within highly  
competitive organizations. Expert at managing resources, employees,  
projects and quality management.

### WORK EXPERIENCE

#### *IT Support Associate*

**ABC Corporation - 2006 - 2014**

##### *Responsibilities:*

- Provided technical assistance to end users via phone, email, chat, or in person.
- Assisted with troubleshooting various technical issues.
- Identified solutions to end user problems.
- Assisted with the resolution of IT related requests from the helpdesk team.
- Assisted with the installation and configuration of hardware such as printers and PCs.
- Installed operating systems, applications and software updates on PCs.
- Assisted with PC or printer setup.

#### *IT Support Associate*

**Delta Corporation - 2011 - 2014**

##### *Responsibilities:*

- Provided technical support to end-users in a variety of ways, including troubleshooting and resolving issues with software and hardware, providing information on new technologies.
- Troubleshoot hardware/software problems using available resources.
- Identified and documented solutions to recurring problems.
- Assisted end users in solving their computer problems or connect them to appropriate resources.
- Assisted other IT staff as needed.
- Provided first line support for internal customers by fielding service requests from employees.
- Escalate unresolved requests when necessary.

### Education

Bachelor of Science

### **CONTACT DETAILS**

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

### **SKILLS**

IT Management,  
Microsoft Office, IT  
Planning.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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