ROBERT SMITH

IT Support Consultant

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SUMMARY

Ten years + plus of work experience in diverse help desk, IT support Specialist and instructor roles has led to acquiring some remarkable skills in responding to tickets generated by users in a timely and professional manner. In some situations, initiated and improved program operations and customer service to increase productivity and reduce costs.

CORE COMPETENCIES

Tracking Skills, Data Entry.

PROFESSIONAL EXPERIENCE

IT Support Consultant

ABC Corporation - July 2012 – February 2015

Key Deliverables:

- Maintained all IT- related equipment, including the Windows 2008 R2 server, and 21 staff computers connected to the local domain.
- Ensured that local area network (LAN), both Ethernet and wireless, stays operational.
- Ensured that the VSAT-based Internet connection remains operational.
- Maintained and monitored the server.
- Ensured that Windows updates are applied, antivirus is working and up-to-date, and that data backups to external USB hard drive are working properly.
- Ensured that all computers are free of viruses and other malware.
- Ensured that Windows Updates are installed, and that other, third party applications remain up-to-date.

IT Support Consultant

Delta Corporation - 2007 – 2012

Key Deliverables:

- Supported a large variety of applications & devices/systems for stores, distribution warehouses & corporate offices for Target .
- department sweep through all networked systems ensuring the removal of a virus within companys network WOODBURY PARK AT CITY CENTRE Replaced .
- Responding to Help Desk Tickets Onsite IT support for surveillance Internal Database Management and Design Onsite IT support for Android.
- Duties and Responsibilities - Repair, maintenance and configuration of computer hardware and software, - installation, configuration and maintenance .
- Diagnose computer hardware issues, provide working solutions and assess the ability and value of performing an upgrade.
- Purchase, install and maintain new computer systems and software packages.
- Install, configure and troubleshooting of personal Firewall solutions.

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EDUCATION

- Certificate In Development Studies

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