

ROBERT SMITH

Associate IT Systems Manager

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IT professional with more than 14 years of IT experience. Experience includes process improvement, incident management, governance, risk management and client service support. 8 years of experience with global and U.S. audit support, risk management, and incident management.

JUNE 2003 - DECEMBER 2006

ASSOCIATE IT SYSTEMS MANAGER - ABC CORPORATION

- Managed daily LAN administration and network support for 3 sites with over 400 users.
- Assisted with Cisco routers and switch installations.
- Built and managed servers on Windows 2003 platform.
- Administered user accounts using Novell Console One and Active Directory.
- Performed disaster recovery and business continuity planning.
- Trained new and existing users on security and confidentiality policies and application use.
- Created weekly help desk metrics for trending analysis and help desk performance improvements.

2001 - 2003

IT SYSTEMS MANAGER - DELTA CORPORATION

- Lead a team of support specialists to provide technology and customer service support.
- Manage full-time staff and part-time student workers, including Workforce Management (schedule coordination, time reporting, vacation requests, daily workload balancing, etc.).
- Train, coach, and mentor team members, including regular, preferably weekly, one-on-ones.
- Conduct daily team huddles to share information and recognize team member performance.
- Plan agendas and lead meetings for student team members.
- Coordinate with other managers to plan and lead staff meetings and team building activities.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

MBA - (Keller Graduate School of Management, DeVry University)



SKILLS

Networking, Application Support, Risk Management, Risk.