

Robert Smith

IT Systems Manager/Specialist

CONTACT DETAILS

1737 Marshville Road,
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SKILLS

PMP - 1608010/MCSE, IT
Systems Technician.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

PERSONAL STATEMENT

Over 22 years of experience in telecommunications and IT possessing a broad-based background which includes team management, field operations, call center management, quality assurance, and project management.

WORK EXPERIENCE

IT Systems Manager/Specialist

CONCEPTS TO OPERATIONS (CTO) - December 2010 - 2020

Responsibilities:

- Provided IT support, including re-cabling, troubleshooting, transferring and securing recoverable data, and installing new equipment.
- Provided mapping/coverage support, as well as RF propagation analysis, using ComStudy, RAPTR, EDX SignalPro, and MapInfo software packages.
- Provided drive and in-building testing support using portables, Z-Technology, and Anritsu equipment.
- Managed, researched, assisted in writing, proofing, and tracking of proposals and RFPs.
- Managed and executed project to re-cable Ethernet connections, recondition computers, reconfigure wireless, install a server, and consolidate backup data for the internal system.
- Managed and executed an assessment project for Wicomico County on the MESIN radio system.
- Managed and executed the preliminary radio design phase for the Wicomico County Radio System (\$20M+ system project).

IT Systems Manager

Delta Corporation - 2008 - 2010

Responsibilities:

- Responsibilities Network support of 300+ users for multibuilding campus.
- Managing team of 5 and entire IT infrastructure focused in network architecture design, project planning, systems upgrade, network implementation/migration, vendor support, inventory management and daytoday operations.
- Maintaining access lists on Cisco ASA 5510, Cisco TACACS+ Authentication and monitoring Palo Alto 500.
- Managed Cisco Call Manager 9.0, Unity, and Cisco presence; virtualized Call Manager from 7.1 Business Edition to 9.0 with minimal downtime, hunt groups.
- Auto Attendant.
- Migrating phone system for PRI to SIP trunks; the task involved reengineering ISP Charter communications customer end router to support VLANs, SIP and call volumes.
- Deploying and managing wireless access points on wireless controller

cisco 5508; surveyed wireless areas for improvement and introduced multiple wireless connections.

Education

BACHELOR OF SCIENCE in INFORMATION SYSTEMS MANAGEMENT -
(University of Maryland University College - Adelphi, MD)