

# Robert Smith

## IT Systems Manager

Phone (123) 456 78 99

Email: [info@qwikresume.com](mailto:info@qwikresume.com)

Website : [www.qwikresume.com](http://www.qwikresume.com)

LinkedIn: [linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)

Address: 1737 Marshville Road, Alabama

## SUMMARY

Highly experienced IT professional with a record of developing and supporting successful IS / IT projects and solutions with high return-on-investment (ROI), incorporating a wide range of applications and technologies.

## SKILLS

Microsoft Dynamics CRM.

## WORK EXPERIENCE

### IT Systems Manager

ABC Corporation - December 2009 - April 2012

- Provide strategic leadership to information technology services consisting of two servers and 125+ end-users.
- Analyze business and technology challenges, assess costs, and suggest solutions.
- Develop and implement help desk processes, goals, and metrics consistent with the technical direction of management.
- Identify more productive methods to achieve top performance, eliminate waste, and reduce expenses.
- Implemented Help Desk ticketing system along with technology partner, Verity Three.
- Deliver training to all new employees on use of e-mail, laptop, and network services.
- Assign new and maintain existing e-mail accounts through Internet Service Provider (ISP), Cbeyond.

### IT Systems Manager

Delta Corporation - 2008 - 2009

- Team management and corporate project implementation.
- Maintain and support 10 servers, 120 workstations, 35 network printers, for local branch of Emmis Communications Global Active Directory Tree.
- Participate in complete system builds, upgrades, problem diagnostic and resolution of all hardware on the network and in the studios, and online systems for streaming and webcasting.
- Administer change management related to server upgrades, security policy and virus / malware protection.
- Maintain and support 3 server local Active Directory Audio play out network and 20 supporting audio recording and play out workstations Planned and help maintain Class C IP based network for audio device network including 80+ nodes whose channels are based off of their network address.
- Documentation for IP Audio network nodes and their associated channels with Excel spreadsheets.
- Maintain and Repair of equipment of 10 audio studios; audio play out PCs.

## EDUCATION

Bachelor of Science in Computer and Digital Forensics - (Champlain College - Burlington, VT)