

# ROBERT SMITH

## IT Tech I

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

A responsible and honest IT Tech with 5 years of experience in the Finance domain is seeking an employment opportunity in Computer Science related field where I can can efficiently contribute my skills and abilities for the growth of the organization and build my professional career.

### CORE COMPETENCIES

Unix Linux, Windows Server, Network Administration, Servers, Assembly Hardware, VOIP, Streaming Video, Web Services, Virtualization, CCNP, Switches, Routers, Wireless

### PROFESSIONAL EXPERIENCE

#### IT Tech I

**Digital Risk - December 2012 – April 2016**

##### Key Deliverables:

- Provided functional and technical support, troubleshoot, diagnosed, and resolved hardware and software problems, including desktop, laptop, lan, wan, remote systems, MS virtual desktop infrastructure system and peripherals.
- Expertly installed, configured, monitored and troubleshoot server and PCs and related hardware on all OS platforms.
- Performed diagnostic testing on PC equipment and ensured printers are up and running at all times.
- Installed, configured, and set up VOIP phones, android phones and iPhones for users.
- Performed active directory administration tasks such as creating new user accounts, setup permissions, and group membership, shared network resources, setup network printers.
- Infrastructure, security, virtualization, recover data, image, install/update drivers, troubleshoot over the phone and documented.
- Picked up tickets, updated tickets if not done, and closed tickets when problems solved.

#### Systems Specialist

**Enhanced Recovery Company - July 2011 – June 2012**

##### Key Deliverables:

- Processed financial files by importing the files received from clients through the interfaces, exported the processed, updated files, and sent the files back to the clients.
- Coordinated and lead the long-term projects relating to system maintenance and/or new technology or enhancements to existing systems.
- Coordinated and established the project schedules and monitors progress.
- Researched, reviewed, recommended and prepared requests for proposals and/or bid specifications for hardware and/or software purchases. 4
- Developed and implemented Project Management processes, directed the project management staffs.

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- Assess infrastructure on a regular basis to ensure it continues to meet necessary demands.
- Provided on-site software and hardware support to several medical and legal offices.

### EDUCATION

- Bachelor Of Science in Computer Science - January 2002 to May 2004(Jacksonville University - Jacksonville, FL )Association Of Art in Networking Technology - January 1999 to January 1999(Advanced Career Training - Jacksonville, FL )AA in Computer Programming - January 1994 to January 1997(Florida Community College In Jacksonville - Jacksonville, FL )