

ROBERT SMITH

IT Tech (Healthcare)

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SUMMARY

Experienced and knowledgeable Information Technology Professional seeking to contribute experience and acquired skills. Work well independently, or in a team setting providing many facets of computer support such as troubleshooting, installations, and maintenance. In-depth knowledge and understanding of numerous software packages and operating systems.

SKILLS

Sql Server, SQL, .NET, Programming, Crystal Reports, Microsoft Office, Troubleshooting, Linux

WORK EXPERIENCE

IT Tech (Healthcare)

Siemens Healthcare (USA) - 2010 – August 2013

- Desktop support in a high volume in a fast-paced hospital environment managing over 2000 devices. Pcs, mobile nursing carts, laptops, wireless AV access points, handheld devices, phones, tablets and any medical equipment attached to the network, e.g., Mobile X-ray carts, PACs, Heart lab, PYXIS CareFusion, Lab and Pharmacy equipment.
- Install, troubleshoot and maintain hospital hardware and applications, local, web-based, thin client and server applications.
- Remedy queue management working on multiple level priority tickets in a timely manner staying under the service level agreement remotely or on location during regular work hours or when on-call.
- Traced and ran cable, worked with network team to resolve connectivity issues and added devices to the network.
- Created documentation for new device installation, management, procedures and policies.
- Prepared evaluations of software or hardware, and recommended improvements or upgrades.
- Installed and performed minor repairs to hardware, software, or peripheral equipment, following the design or installation specifications.

IT Technician - Technical Staffing

Smartsourc - 2008 – 2010

- Provided customer support at a facility level on all desktop and mobile computers and office productivity software products.
- Consulted with customers, installed computer equipment and troubleshoot day to day applications/hardware problems.
- Provided onsite analysis and support for all network application services that fall under the categories of email, personal productivity tools, workgroup and collaboration products on desktop hardware platforms. Provided escalation support and serves as a local IT resource.

- Assisted with the implementation of new automated application systems in the area of office automation.
- Enter commands and observe system functioning to verify correct operations and detect errors.
- 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.

SCHOLASTICS

- Diploma in Network Administration - 2008 to 2010(Computer Career Center A Division Of Vista College)MSCE in Computer Applications - 1999(Midland College)