

ROBERT SMITH

IT Technician

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IT Tech professional with 8 plus years of experience in the Manufacturing domain is seeking to obtain a position which utilizes my skills in identifying, analyzing, and solving problems in technical systems, as well as my very well developed background in sales and customer service.

EXPERIENCE

IT Technician

The Vollrath Company - JULY 2012 - PRESENT

- Assigning appropriate mailbox permissions and pc troubleshooting mail flow settings for specified accounts.
- Creating documentation configuration of Apple and Android cell phones.
- Imaging and deployment of PCs training of new employees on use of phone.
- Organizing setup of new network lines researched and recommended tablets to software installations fit the needs of distribution center team.
- Computer and user account management team member in an email integration.
- Adding and removing email accounts in team member in Dell lease project.
- Troubleshooting network problems and coordinating preventative maintenance of the equipment.

IT Specialist

ABC Corp - APRIL 2002 - JULY 2010

- Assisted the staff and users to identify and solve hardware, software, communications, and operating procedure problems by telephone or in person.
- Analyzed technical requirements of customer desiring to utilize hardware, software, and communication equipment to perform installation and maintenance duties.
- Identified the areas of operation which need upgraded hardware, software, or communications equipment.
- Entered commands, observed system functioning, reviewed and analyzed the computer printouts and performance indications to verify correct operations and detected errors.
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Provided on-site software and hardware support to several medical and legal offices.

- Assess infrastructure on a regular basis to ensure it continues to meet necessary demands.

EDUCATION

- Associates in Applied Science - IT Network Specialist - 2011 to 2013(Lakeshore Technical College - Cleveland, WI)

SKILLS

Active Directory, DNS, DHCP, File Services, IIS, NLB, VMWare, SSH, MySQL, PostgreSQL, ZenDesk, Unix, Windows Server 2003, Windows Desktop Python, Bash, PHP