

Robert Smith

IT Tech (Healthcare)

PERSONAL STATEMENT

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

WORK EXPERIENCE

IT Tech (Healthcare)

Siemens Healthcare (USA) - 2010 - Present

Responsibilities:

- Troubleshooting down servers, root cause analyst, preventative maintenance, maintaining data center inventory, replacing hard drives and other server related tasks.
- Following the appropriate change control procedures when making system changes. Change records are submitted well in advance whenever possible and including relevant detailed information.
- Monitoring the systems performance by collecting and analyzing data using a variety of tools. Recommending and/or implementing the tuning measures to optimize performance if needed.
- Working effectively with co-workers and vendors to isolate and resolve system problems.
- Monitoring server backups daily for trends, missed files/folders, or any discrepancies and works to resolve any problems.
- Maintaining the operating system-level software to highest security and fix levels allowed by vendors certification of application software. Systems are maintained in an audit-ready state and are upgraded to latest stable releases.
- Serving as a backup to the Storage Engineer and Computer Operators responsible for the day-to-day operations and monitoring of the environment.

IT Specialist

Xerox - 2009 - 2010

Responsibilities:

- Tested the faulty equipment, used the test equipment and applied the knowledge of functional operation of computer, network, and communication systems, to diagnose the malfunction.
- Inspected the components of equipment for defects and for accuracy of assembly and installation, notified supervisor of errors or equipment stoppage.
- Operated equipment to demonstrate use of equipment and to analyze malfunctions.
- Attended the seminars and training schools as needed, maintained the awareness of new hardware, software, and techniques.
- Maintained effective communication with vendors regarding hardware,

CONTACT DETAILS

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SKILLS

VOIP, Advanced
Hardware Specialist,
Problem Solver,
Teamwork, Javascript,
HTML, HTML 5, C++,
Operating Systems-
Windows/Mac/Linux,
Microsoft Suite

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

software, and communication equipment.

- Referred the major hardware, software, and communications equipment problems or defective products to vendors or technicians for service.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

Education

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