

ROBERT SMITH

IT Tech II

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

SUMMARY

IT Tech with 3 plus years of experience in Customer Service domain is looking to pursue my career and explore better opportunities in the field of information technology. I want to experience more and better myself as a born and raised techie.

CORE COMPETENCIES

Windows, Powerpoint, MS Word, Excel, Lexis Nexis, Typing 55wpm, Knowledge Of SAP, Extensive Internet Research

PROFESSIONAL EXPERIENCE

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Paratech, LLC - September 2014 - March 2016

Key Deliverables:

- Deployed entire wireless systems from beginning to end and then configured them for appropriate environmental conditions (i. e. High schools with lots of kids, stadiums, concert halls).
- Developed new strategies and IT procedures to increase efficiency, enhance workflow and improve customer satisfaction.
- Managed the users of the system, created and deleted users as appropriate, provided access rights to applications, files, and system devices.
- Provided helpdesk support and resolve problems to the satisfaction of the end user.
- Established detailed instructions for specific hardware and software issues.
- Provided hardware & software installation, built computers with required specs for government and private clients & organizations.
- Provided technical assistance in daily system checks and performance including backups and event logs.

Help Desk Technician

LSU IT - January 2013 - May 2014

Key Deliverables:

- Experience with maintaining systems and support for printing needs. Responsible for software and knowledge of establishing printing communication lines.
- Required training and related education on lan and sap as well as constant education on software related to computer connectivity and library systems.
- Performed troubleshooting to resolve problems for customers relative to PC, MAC, and printing needs.
- Provided remote support of desktop computers, laptops, applications and related technologies.
- Deployed workstations, thin clients, printers, scanners, and mobile devices.

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- Installed, configured, tested, maintained, monitored, and troubleshot end user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, and mobile devices.
- 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

Bachelor Of Science in Economics And Technology - 2011 to 2014(Louisiana State University - Baton Rouge, LA)General Understudies - 2009 to 2010(University Of Pittsburgh - Pittsburgh, PA)

