

ROBERT SMITH

IT Technical Analyst

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SUMMARY

To obtain an IT Technical Analyst position at a highly regarded institution that will allow me the opportunity to utilize my knowledge and skills, with the long term goal of more advanced opportunities in the IT or related field.

SKILLS

Microsoft Office Suite, Management, IT Management, Procurement, Osha, Computer, Research.

WORK EXPERIENCE

IT Technical Analyst

ABC Corporation - September 2012 – 2021

- Performed on-site analysis, diagnosis, and resolution of unusually complex desktop problems for end-users, and recommend and implement corrective solutions, including off-site repair for remote users as needed.
- Provided expert advice, mentoring and guidance to Technical Analyst I Instruct end users with commonly used specialized applications within the organization, and other applications such as Outlook, Lync, Word, Excel, etc.
- Installed, configured, tested, maintained, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels.
- Assessed the need for and implement performance upgrades to PC boxes, including the installation of CPUs, I/O and NIC cards, hard drives, RAM, DVD/CD-ROMs.
- Collaborated with Network and Systems Administrator to ensure efficient operation of the desktop computing environment.
- Receive and respond to incoming calls, e-mails, and/or work orders regarding desktop problems.
- Assisted in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations.

IT Technical Analyst

Delta Corporation - 2007 – 2012

- Provided first level technical support for the CORE application.
- Troubleshoot end user issues related to the CORE web-based loan application in a MS Windows environment.
- Installed, removed and reinstalled applications with Remote access tools.
- Helped users move a home mortgage loan through the lending process as it pertains to the CORE/Chrome application.
- Resolve complex and escalated service requests received via telephone, email or ticketing system and provide resolution relating to personal .

- Support Market Data and trading applicationsplatforms such as Bloomberg, Reuters & MarketAxess Deploy new applications and enhancements to existing.
- And update when necessary.

SCHOLASTICS

- GED