IT Technical Analyst

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn: linkedin.com/qwikresume
Address: 1737 Marshville Road, Alabama

Objective

Solution-oriented with a consistent record of customer satisfaction. Outstanding communication and presentation skills with a unique combination of interpersonal and analytical abilities. Seeking a challenging position in which I can use those skills to help a company grow.

Skills

Windows Server, VMWare ESXI, Office 365, Active Directory, NAS, Disaster Recovery, Management, Inventory Management, Vendor Management, PC Support.

Work Experience

IT Technical Analyst

ABC Corporation - 2013 – 2013

- Designed and created the hardware, software, and processes knowledge database; routinely maintained and updated it as needed.
- Worked in a team environment with associates and management to brainstorm new IT processes, improve current processes, and retire old or ineffective processes.
- Handled technical and procedural issues and queries from a multitude of sources; analyzed, troubleshot, and resolved with a 90%+ initial incidence resolution rate; and effectively delegated unresolved issues to 2nd tier departments.
- Maintained close relationships with partner company support groups to expedite and facilitate the resolution of complex, multi-company technical problems.
- Trained new employees and users in implemented technology.
- Acted as Problem Manager in cases of system failures, coordinating with 2nd tier resolution; and managed client and company system-wide notifications and problem interfaces of downtime and uptime.
- Provided desktop services, assisting users desk-side.

IT Technical Analyst

Delta Corporation - 2008 – 2013

- Troubleshoot technical issues within the organizations global network of higher educational institutions Image computers, configure printers and .
- Troubleshooted network and PC issues for 8000+ end users.
- Provided day to day administration and support for multiple systems on the web.
- Known as a strong documenter and dependable in the office.
- Providing remote assistance to support technical issues Password resets for multiple systems Explaining complex technical problems in simpler terms .
- Created internal websites using PHP scripts to display current testing data for executive management Developed project timelines and allocated .
- o Site budgeting and hardware upgrade scheduling o Site vendor and inventory management o Research and suggestion of technological improvements o .

Education

Certification In Project Management Professional

© This Free Resume Template is the copyright of Qwikresume.com. Usage Guidelines