ROBERT SMITH

Lab Consultant

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SUMMARY

Eighteen years of experience in Compensation, IT, Banking, Health Care, and Management. Exceptional knowledge of Microsoft Office, Windows products, and other industry-related software applications. Expert-level knowledge of Excel and Access, along with an MBA. Other strengths include project management, great interpersonal skills, troubleshooting, software implementation, and supporting marketing efforts.

CORE COMPETENCIES

Microsoft Office, Google Docs, Mac Os, Windows, Consulting, Supervisory, Customer Service.

PROFESSIONAL EXPERIENCE

Lab Consultant

ABC Corporation - 2008 – 2008

Key Deliverables:

- Spent working at this job gave me invaluable experience with technology.
- Required to attend additional training on other software that was regularly used in the computer labs.
- Able to troubleshoot students problems using both Apple and Microsoft products, Adobe software, online applications, and other common problems with technology (e-mail, scanning, printing, etc).
- Oversaw computer lab operations and provide help desk support to students, staff, faculty, and the general public.
- Repaired hardware issues, tutor software usage including MS Office Suite, troubleshoot hardware and software issues in computer labs around the Business center.
- Managed inventory of iPads and rentable hardware.
- Deployed and managed updates to inventory of rentable hardware.

Lab Consultant

Delta Corporation - 2002 – 2006

Key Deliverables:

- Assisted faculty, staff, and students with technical problems for PC and Macintosh operating systems.
- Responsible for maintaining lab equipment, printers and computers, so they were functioning and available for student use.
- Assisted students with basic computer skills and would troubleshoot issues such as Internet connectivity and provided support with programs such as .
- Assisted students, faculty and staff with the use of computers, software, printers, video conferencing support and technical office duties on the .

2259 Oak Street, Old Forge, New York, 13420

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- Provide assistance to customers in the use of computer equipment Offer teaching assistance to novice or amateur users Monitored computer lab, making .
- Monitored schools super lab Communicated effectively with students to determine their needs, answer questions, and assist them with their computer .
- Maintained and assisted customers with usage and education of computers and associated printers, scanners, and other equipment in 50 computer labs .

EDUCATION

Master Of Business Administration

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