

Robert Smith

LAN Technician

CONTACT DETAILS

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PERSONAL STATEMENT

To obtain a challenging LAN Technician position within a company where there is room for advancement to expand my education, experience, and knowledge that will utilize and offer opportunities for personal and professional growth.

WORK EXPERIENCE

LAN Technician

ABC Corporation - May 2004 - August 2005

Responsibilities:

- Supervised three maintenance repair technicians tasked with installing, maintaining, and repairing all networking equipment.
- Responded to over 400 customer trouble-calls and completed 220 maintenance requirements on system hardware to ensure maximum end-user availability.
- Performed Journeyman level organizational and system maintenance on shipboard and ashore end-to-end information systems.
- Knowledgeable in Video Switch technology and Asynchronous Transfer Mode (ATM) Switching.
- Recognized for continuously going above and beyond expectations.
- Managed Active Directory groups and security policies.
- Managed Active Directory accounts users, groups and computers in a multiple domain configuration.

LAN Technician

Delta Corporation - 1999 - 2004

Responsibilities:

- Work with team members to monitor and resolve connectivity issues, job flow, database capacity issues and backup failures across multiple platforms .
- Troubleshoot and maintain PC Troubleshoot network client/server software and hardware.
- Duties included Responsible for inbound technical support calls, accurately logging, ticketing, and tracking of all calls, providing accurate and .
- Duties also include working knowledge of Windows 98/NT/2000/XP, troubleshoot PCs for hardware/software problems, install programs for users, create .
- Provided exceptional customer service while providing workstation and printer support for 300 System Programming associates Organized, and executed .
- Provided PC support to various departments within Blue Cross & Blue Shield of Alabama Performed hardware and software upgrades and diagnostics for .
- Installed, configured and maintained Windows 95/NT workstations in a Lotus Notes and Novell Client 32 network environment for Western Farm

SKILLS

Microsoft Office Suite,
Technician.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Credit Bank.

Education

Bachelor's In History