ROBERT SMITH

Sr. Network Operations Specialist

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

SUMMARY

Dedicated and motivated team player with strong leadership skills seeking to apply system administration abilities to a junior system administration position.

CORE COMPETENCIES

ITIL, Strategic Planning.

PROFESSIONAL EXPERIENCE

Sr. Network Operations Specialist

ABC Corporation - April 2008 – June 2010

Key Deliverables:

- Worked with NOC center to resolve troubles on Alcatel Sonet Multiplexer 1648 SM and site related issues.
- Experienced with DSC iMTN Broadband-DACS.
- Experienced with the following test equipment Tberd 224, 209, and 310 Fireberd 950.
- Proven expertise in supporting and troubleshooting hardware, software and networking issues for 800+ user base located across the U.S.
- Logged, tracked and resolved technical issues using ICW incident tracking system to ensure proper service levels.
- Installed and upgraded computer hardware, operating system, network connectivity, desktop applications, printing and email.
- Performed proper diagnostic and troubleshooting analysis to resolve issues related to hardware, software, network connectivity and business applications.

Network Operations Specialist

Delta Corporation - 2003 – 2008

Key Deliverables:

- Field incoming technical requests from internal and external customers via phone and email.
- 50-60 average technical issues daily volume.
- Configure, troubleshoot; resolve network and local printers.
- Install app, troubleshoot, resolve and configure user accounts for the Rightfax system.
- Provided phone line support for Time Warner Cable digital phone lines for the Houston Texas market.
- Proficient in major telecommunication proprietary systems and cross-market user interfaces.
- Performed a critical role in the successful connection of service.

EDUCATION

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

ROBERT SMITH

Sr. Network Operations Specialist

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

- Diploma - (San Diego Community College)

2259 Oak Street, Old Forge, New York, 13420

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