

# ROBERT SMITH

## Jr. Network Operator

**E-mail:** info@qwikresumc.com

**Phone:** (0123)-456-789

### SUMMARY

Hardworking adept at tending, controlling and operating power-driven, stationary and portable pumps and manifold systems. Dedicated System Operator capable of managing plant personnel, production schedules, raw material orders and maintenance reports.

### SKILLS

Accounts Payable, Administrative Assistant.

### WORK EXPERIENCE

#### **Jr. Network Operator**

ABC Corporation - July 2003 – July 2004

- Created viable documentation detailing standards and procedures to control the work flow of inbound and outbound network and systems issues.
- Provided network support to Cisco, Arris, Motorola, Barracuda, Juniper, Big Band.
- Responsible for after hours support.
- Answered phones and helped solve problems.
- Ensured that the network was running smoothly throughout the night.
- Handled Netware, AS400, and Mainframe connectivity issues.
- Setup and administered Novell and Mainframe accounts and groups.

#### **Network Operator**

Delta Corporation - 1999 – 2003

- Nigeria Responsible for stock keeping and procurement of necessary network devices as required by the Network department, implementation of Building Management systems for various company clients, deployment of structured cabling in network implementation, trouble shooting of network systems LANs and WANs, Routers installations and security, .Overview the daily performance of computer systems, including network cards.
- Set up, tested and configured networks, desktops, laptops and printers.
- Designed, implemented and maintained company databases.
- Coordinated hardware and software repair processes with outside vendors.
- Resolved technical issues for clients in person, on the phone and through e-mail.
- Installed motherboards, processors, RAM and graphics cards.
- Created employee training materials and procedures to teach in-house workers proper software and hardware protocols.

### SCHOLASTICS

- Bachelor of Science in Computer Science - (Nnamdi Azikiwe University Awka)