Robert Smith

Associate. Network Support Analyst

CONTACT DETAILS

1737 Marshville Road, Alabama
(123)-456-7899
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www.qwikresume.com

PERSONAL STATEMENT

Motivated informational and business technology professional seeking opportunities in Fortune 500 firms. Utilize best practices and technology capabilities across business units, with passion for innovation. Manage day to day requests/incidents, support applications and websites. Cross-functional collaboration with business partners, vendors, and colleagues. Skills include systems administration, technical support, computer training, and project management.

SKILLS

Microsoft Office Suite, Access, Computer , Customer Service, Customer Service, Project Management, ITIL, Communication.

WORK EXPERIENCE

Associate. Network Support Analyst
ABC Corporation -   1996 – 2001

Responsibilities:

- Developed servers and maintained multiple NT applications/print servers (NetFinity & 320).
- Performed system administration on desktops [] laptops, and servers, serving 2000 users.
- Installed desktop PCs, hardware, and application software needed.
- Created and installed standard images for desktop and laptops.
- Resolved any problems with regard to hardware and software issues to increase client productivity.
- Managed and trained department interns and provided technical guidance.
- Was responsible for PC setup and installation of memory (SIMMs) modules for over 600 users.

Associate. Network Support Analyst
Delta Corporation -   2000 – 2004

Responsibilities:

- Clients Insight Global Inc, Peyton Resource Group Provide 1st tier support to internal users by effectively trouble-shooting, diagnosing and resolving user issues and work requests.
- Assisted Field Service Technicians in troubleshooting and installations.
- Configured DSL Modems, Cable Modems, and Routers through the GUI interface.
- Effectively diagnosed and resolved connectivity issues.
- Escalated unresolved issues to appropriate support groups.
- Support includes issues relating to PCs, laptops, application software, telecommunication issues and basic network communication issues in a Microsoft environment.
- Key responsibilities include daily Operations & Maintenance of University Library Network and Systems.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

Education

Master's in Telecommunications - ()