

ROBERT SMITH

Noc Analyst II

info@qwikresume.com | <https://Qwikresume.com>

Goal oriented and collaborative IT professional with over 15 years hands on experience as a System Engineer, Systems Administrator. Computer Science degree in Information Systems, and high level experience in different technologies. Proven analytic and problem-solving skills with the keen ability to assess needs, define requirements, develop value-added solutions, and execute technical solutions that streamline and improve operating efficiencies.

NOVEMBER 2009 - NOVEMBER 2011

NOC ANALYST II - ABC CORPORATION

- Provided Mainframe support as Analyst.
- Worked the Tape and Print Operations, submitted daily task jobs to run on OS/390, printed and distributed .
- Reported technical findings to Unisys management for escalation to a Change Initiator and closure.
- Peregrined Service Center systems for incident tracking and escalation.
- Updated NOC Incident Management database, classification and entry into the KeDB database.
- Used Crystal Reports to generate daily status report for NOC management.
- Reviewed daily Request for Change Management (RFC) reports for scheduled maintenance affecting monitored systems.

2008 - 2009

NOC ANALYST - DELTA CORPORATION

- Utilize EM7 and SMARTS network management tools to monitor core Active Directory services, VMWare services, Clustering services, SQL, Exchange Inbound and Outbound messaging queues effecting Unisys federal managed clients.
- Service as Level III support group.
- Utilize remote tools and TCP/IP, DNS, RDP jump server to identify root causes to Networking, Security problem management teams for technical escalation.
- Investigate unknown hardware causes, SLA violations and non-approved change management incidents.
- Report technical findings to Unisys management for escalation to a Change Initiator and closure.
- Peregrine Service Center systems for incident tracking and escalation.
- Update NOC Incident Management database, classification and entry into the KeDB database.

EDUCATION

Bachelor of Science in Computer Information Systems - (Naval College)

SKILLS

Linux, Cisco, BASH, Python, Microsoft.