

ROBERT SMITH

NOC Supervisor

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SUMMARY

To obtain a position in the NOC Supervisor field that will utilize the skills I have acquired while attending ITT Technical Institute and experience in the field.

CORE COMPETENCIES

SQL, As400, C#, Java, Avaya, Asterix, MySQL, Crystal Reports, Accounting, Employee Relations.

PROFESSIONAL EXPERIENCE

NOC Supervisor

ABC Corporation - August 2014 – 2021

Key Deliverables:

- Effectively managed 3 licensed nurses and 7 CNAs as they delivered care to 99 patients (15-20 skilled) during the NOC shift.
- Ensured that routine nursing care is provided to meet the daily nursing care of each resident.
- Assisted the Director of Nursing in directing the day-to-day functions of the nursing activities in accordance with current rules, regulations, and guidelines that govern the long-term care facility.
- Ensured that established policies and procedures, are followed by all departmental personnel.
- Conducted electronic medical chart audits.
- Trained new and current employees on the use of Point Click Care.
- Developed and implemented nursing care plans.

NOC Supervisor

Delta Corporation - 2011 – 2014

Key Deliverables:

- Activities Perform supervision Personnel management Server Management VPN, Firewall and e - mails Make reports Costumer contact Management and .
- Responsible for all NOC Operations with five direct reports Directed Level 1, Level 2 and Level 3 staff with each tier in their own roles Created.
- Monitor and perform fault isolation and repairs tasks remotely for the Infinera low-latency network.
- Respond to any customer inquiry and/or request urgently and professionally Proficient in installation and support of DNA application Proficient in .
- Responsible for the Remote Support and diagnosis of Network connectivity issues.
- Monitored and controlled the status, operability and performance of the physical data center environment.
- Served as primary initial responder within the Enterprise Operations team in notification, identifying, and troubleshooting for Classified Network .

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EDUCATION

- GED