ROBERT SMITH

Personal Computer Technician

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SUMMARY

As a network systems analyst and project engineer with more than 15 years experience, have excelled at providing outstanding network support, servers, installing and repairing PC and providing telephone support at various levels of network service. Constantly building my IT skills to become more knowledgeable and better able to support computer networks.

CORE COMPETENCIES

PC Troubleshooting, PC Repair, Network Installation, Network Troubleshooting, Printers, Windows XP/Vista/7, Imaging, Active Directory, Software Installation.

PROFESSIONAL EXPERIENCE

Personal Computer Technician
ABC Corporation - January 2015 – September 2015

Key Deliverables:
- Diagnosed and repaired Planar 17 Monitors by using known good light bulbs to determine the bad light bulbs in the Monitor(s).
- Diagnosed and repaired 3M Touch Screen Display Computers using my technical skills to determine if the touch screen, light bulbs, video boards, capacitors, LCD Panels or other components needed replacement to repair the unit(s).
- Repaired Beetle Fusion units by testing the motherboards, heatsink/fans, memory cards, CPUs hard drives, touch screens and credit card readers using software applications, visual and listening inspections and Tool House software on USB Drives to determine the bad components that needed to be replaced to repair the units.
- Used my PC Troubleshooting, PC Repair, Network Installation/Troubleshooting, Imaging HDD, Software Installation, Help Desk and Parts Departments to solve the problems with the Beetle Fusions in a timely manner.
- Repaired units quicker than any other personnel that worked on the Beetle Fusion Units on a daily basis.
- Organized and multi-tasks with expertise in root cause analysis and problem solving skills.
- Noted for my ability to stream line processes, quickly resolve issues and initiate cost savings.

Personal Computer Technician
Delta Corporation - 2011 – 2015

Key Deliverables:
- Performed computer services including system administration, software and hardware upgrades.
- Provided technical support for new application and new PC unit.
- Evaluated and made recommendations for system upgrade.

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- July 2002 to July 2002 Instrumental in helpdesk support and inventory rollover for the entire bank branches of clones to Compaqs Evo win stations .

EDUCATION

- B.S. in Electrical Engineering