ROBERT SMITH

Quality Control Analyst I

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To obtain an entry-level Information Technology position, with in a progressive company where I can utilize my skills, experience, and knowledge on a daily basis.

OCTOBER 2012 – PRESENT

QUALITY CONTROL ANALYST I - ARAMARK

- Maintaining target dates and deadlines with site resolving issues they arise.
- Advising sites of the Aramark standard as it may differ to their previous method of timekeeping.
- Escalating issues to the necessary team that may arise during the process.
- Working with configuration teams, quality assurance and assessment teams to ensure the results of the configuration are accurate based on site requirements.
- Assisting and guiding them on submitting their payroll in Kronos explaining the issues that may arise and how to resolve them.
- Being the primary contact to the site as they learn and become comfortable with the Kronos application delivering information on a timely manner.
- Managing and maintaining multiple sites at a time implementing the Kronos application.

DECEMBER 2010 – AUGUST 2011

CUSTOMER SUPPORT TECHNICIAN - SIEMENS INC

- Excellent troubleshooting, verbal and written communications, and computer.
- Basic understanding of operating systems, productivity software, electronic mail, emulation software, the internet, networks, peripherals, security and pc desktops/printers and aptitude to learn.
- Ability to take 70+ calls daily providing support to hospitals nationwide and internationally.
- Specific experience with a remedy, VPN, active directory services, and remote access tools.
- Ability to learn quickly, multi-task and pay attention to detail/accuracy.
- Phone skills contain active listening skills and understanding of user's issue.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

EDUCATION

Associate in Engineering Technology - 2004 to 2006(CHI Institute - Southampton, PA)

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SKILLS

MS Office, Quick Base, Windows All Versions, Computer Ease Construction Software, Data Entry.