Robert Smith

Senior Help Desk Analyst

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SUMMARY

Extensive computer experience ranging from software, hardware, technical support, and customer service. Able to clearly understand problems and find positive solutions through use of troubleshooting, problem solving, teaming, and communication skills.

SKILLS

Outlook, Sugar CRM, OEMPro, OTRS, MYSQL, PHP Myadmin, Technical Writing.

WORK EXPERIENCE

Senior Help Desk Analyst

ABC Corporation - January 2006 – December 2013

- Developed troubleshooting documentation for Tier 1 and Tier 2 Help Desk Analysts.
- Assisted Tier 1 and Tier 2 Analysts with problem resolution specifically related to hardware issues.
- Performed root cause analysis of software and hardware problems to determine corrective action and preventative action.
- Developed documentation for RemotelyAnywhere and LogMeIn Rescue for remote desktop access.
- Assisted users with the use of custom software applications.
- Responsible for developing tools, techniques, procedures and documentation of IT components, both software and hardware.
- Created Helpful Hint documentation for KCI employees dealing with PC maintenance issues, email maintenance issues, and Internet Explorer issues.

Senior Help Desk Analyst

Delta Corporation - 2004 – 2006

- Administrative and executive support through interacting directly with key executives, professional staff and their assistants.
- Experience in desktop, and notebook hardware configuration, setup and testing Administering end-user support & troubleshooting for a variety of .
- Supervised downtown help desk center.
- Created Access database for oil well files.
- Provided phone and desk side support in health care environment Administered Active Directory Served as escalation point for help desk.
- Primary point-of-contact for problem resolution for Maxors PC users.
- Assisted network personnel with configuration and maintenance of WAN and AS/400.

EDUCATION

BS in Plastics Technology - (University of Massachusetts - Lowell, MA)

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