ROBERT SMITH

Senior Support Engineer

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SUMMARY

Field Service Engineer with experience in Technical Support Engineering in the Healthcare Industry. Areas of expertise include Technical skills and training on all Hospital Sterilizers.

CORE COMPETENCIES

Siebel, Microsoft Office, Ms. Word, Ms. Office, Outlook, Office: Word, Powerpoint, Photoshop, Photography, Sales, Typing, Windows.

PROFESSIONAL EXPERIENCE

Senior Support Engineer

ABC Corporation - June 1997 – April 2002

Key Deliverables:

- Responsible for all phases of hard disk drive qualification and integration on enterprise desktop applications for customers.
- Duties include specialized administration and support functions.
- Other duties include Performed data analysis and provided recommendations to achieve customer desired and manufacturing design targets.
- Prepared plans and layouts for equipment or system arrangements and space allocation.
- Coordinated with vendors, sales reps and machine shops for aid in project completion.
- Assisted the technical support department in troubleshooting product returns and after-sales support to ensure customer satisfaction.
- Set up and configured hardware and software on company equipment.

Senior Support Engineer

ABC Corporation - 1994 – 1997

Key Deliverables:

- Bilingual Technical support in the Service and Delivery team of Kodiak PTT (Push To Talk) RTX (RealTimeExchange) Latin America.
- Responsible for installation of hardware/software (Linux), operations and maintenance activities for Kodiak Networks PTT RTX platform in addition to acceptance tests to ensure hardware installation is passed and accepted.
- Customer site visits, deployments and installations of Kodiaks hardware into customers racks/frames with minimal supervision.
- Kodiak System alarms and KPI (Key Performance Indicators) monitoring.
- Perform integration, field-testing of PTT handset for new upgrade releases followed by debugging PTT call flows within the call processing and presence logs.
- Trouble ticket life cycle management.
- Software upgrades/testing, patch releases installations and routine operational/maintenance tasks..

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EDUCATION

- Diploma

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