

Robert Smith

Senior Support Specialist/Coordinator

CONTACT DETAILS

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PERSONAL STATEMENT

Possess over fifteen years of progressive administrative experience, including office management, executive scheduling, travel reimbursements and clerical activities. Highly skilled in Microsoft Word, Excel and Peoplesoft. Employs an unwavering work ethic with the ability to consistently perform in high pressure, deadline driven work in environments.

SKILLS

Proficient In Microsoft Word, Excel, Publisher, Power Point.

WORK EXPERIENCE

Senior Support Specialist/Coordinator

ABC Corporation - August 2008 - September 2012

Responsibilities:

- Configured and implemented Windows Server Updates Services to manage and deploy Windows Updates to corporate production and applications servers.
- Provided backup disaster recovery support and monitor NAS backup reports.
- Provided key insightful user technical support by maintaining, repairing, and troubleshooting all application, systems, computers, and peripherals.
- Developed, documented, and escalated issues and problems in accordance with ticketing standards and SLAs.
- Provided root cause analysis and developed monthly reports.
- Performed risk management functions, managed change requests, formulated action plans, monitored quality, and ensured meeting all project milestones and deadlines.
- Served as first point of contact for service requests and service calls for software, equipment, hardware, domain implementation, and email issues.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Senior Support Specialist

Delta Corporation - 2005 - 2008

Responsibilities:

- At Shroder High School, I managed the front desk of a very busy high school office, answering a multi line phone system.
- Was the secretary to the Assistant Principal, the school registrar, and the school records manager.
- Served as the first point of contact for all visitors to the school, also answering to student, parent, and faculty needs.
- In addition, I performed general administrative support duties such as filing, copying, mail distribution, accepting student fee payments, and creation and distribution of student report cards.
- Regularly used Microsoft Word, Excel, and Publisher.
- As registrar, I was responsible for student enrollment, including data entry, communication with parents and students, and acquiring transcripts from other schools and districts.
- Created written communication templates that were used by other members of the clerical staff.

Education

ADN in Nursing - 2013(Galen College of Nursing - Cincinnati, OH)