

Robert Smith

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Address: 1737 Marshville Road, Alabama

Senior Support Specialist

SUMMARY

Highly qualified Senior Support Specialist with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and would excel in the collaborative environment on which your company prides itself.

SKILLS

Medical Terminology, MS Office, Customer Service, Computer , Data Entry, Negotiation, Typing.

WORK EXPERIENCE

Senior Support Specialist

ABC Corporation - June 2004 - January 2005

- Provided training to new clerical team members at the school.
- Created disciplinary documents, scheduled disciplinary hearings with the district hearing officer, and entered discipline events into the school database.
- Spearheaded all efforts of installing and maintaining all public and staff computers at three university libraries.
- Successfully created a lab of thirty computers for Athletic Department using image cloning.
- Constructed and deployed new imaging server for computer lab and deployed SharePoint site for BOT meeting preparations.
- Assisted with rebuilding server which housed university gift and scholarship information.
- Provided Help Desk services acting as a single point of contact between the End User and the help desk, handling all incoming IT-related service issues.

Senior Support Specialist

Delta Corporation - 2000 - 2004

- Computer operations and data center experience working with various mainframe, server and I-series platforms.
- Hard worker, willing to learn and stay up to date on technologies.
- Executed failure analysis and advised management of recommended solutions for corrective action.
- Performed troubleshooting, repair, and maintenance of networks, servers, cabling, printers and network workstations for multiple accounts and .
- Installed and maintained various operating systems environments including Windows XP, 2000 Pro & Server, NT 4.0, Windows 95/98 and UNIX.
- Wrote and reviewed training manuals and failure analysis/reviews for sales department Technology Proficiencies Cardiology and Radiology workflow, .
- Brought on board to provide support for the foundations hardware and software infrastructure Responsibilities include Helped maintain servers, data .

EDUCATION

Medical Administration - (EVEREST UNIVERSITY - Jacksonville, FL)