Robert Smith

Service Delivery Specialist

CONTACT DETAILS

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PERSONAL STATEMENT

Service Delivery Specialist with 2+ years of experience in Maintaining KPI in service requests and escalate issues when necessary, Monitoring active issues and maintaining communication with the end-users, and also Configuring and troubleshoot iOS devices and MDM for end users.

WORK EXPERIENCE

Service Delivery Specialist

ABC Corporation - September 2011 – 2011

Responsibilities:

- Scripted installation and update jobs for agency-wide rollouts using Altiris Deployment Console for increased productivity.
- Managed and maintained Active Directory.
- Performed GPO testing for Windows 10.
- Managed and maintained Disaster Recovery site and testing environment Install, configure, and support client-based applications (e.g., Oracle Client, RightFax, Altiris, and trust Clients).
- Adapted and modified existing software (e.g., MS Office, Adobe products, etc.) to meet specific needs through custom installation options.
- Created user documentation for processes, procedures, and software use.
- Partnered with internal subject matter experts on carrier issues including setting up meetings.

Service Delivery Specialist

Delta Corporation - 2009 – 2011

Responsibilities:

- Responsible for Routing and Dispatching 20 to 30 Technicians in the New York and New Jersey Market.
- Daily responsibilities include communicating eta to customers, prioritizing calls based on urgency and tech ability, and maintaining maximum.
- Assisting with inquiries made by charter technicians Providing tech support for charter technicians and helping with provisioning of the charger.
- Process orders for fortune 500 companies Contact customers about telecommunication services Email Research issues related to customer services.
- Coordinated voice and data service installations by working closely with sales, reporting back to clients and end-users, and communicating project.
- Delivered requirements as outlined in the sales statement of work Accomplishments Consistently identified and eliminated problems with the critical path.
- Dispatched to numerous markets around the country - Managed the

SKILLS

MS Office, Developing, Communication.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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customer experience to deliver excellent service in a timely and efficient manner.

Education

MS

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