# Sr. Service Desk Technician

# ROBERT SMITH

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## Objective

Service Desk Technician, Ace Info Solutions (Sub-contractor for Defense Security Service, DSS), performing computer administration on the NIPR/SIPR DSS networks. Resolving software issues by reconfiguring, repairing, re-installing, and re-imaging Windows 7 based Dell Laptops and desktops. Resolved laptop, desktop, printer, VOIP phone, hardware issues on the NIPR/SIPR networks by reconfiguring, ordering and replacing defective parts, meeting SLAs and reducing down time.

## Skills

Cisco routers, switches, and wireless, Microsoft Exchange.

## Work Experience

### Sr. Service Desk Technician

**ABC Corporation** - November 2010 – October 2011

- Provided customer service/support for customer products as well as desktop and laptop repairs.
- Troubleshoot computer hardware and software.
- Perform preventive maintenance by installing software and hardware updates.
- Request information about software and hardware issues and documented all concerns.
- Provide end user support for Blackberry and other mobile devices.
- Modify and administer 1500+ user accounts in Active Directory.
- Educate customers in a tactful manner on the workings of their software and hardware.

### Service Desk Technician

**University Of Louisville Physician** - 2009 – 2010

- Focusing on the medical side of IT, this position has allowed me to see how hospitals and various clinics operate day to day IT Service Desk Tech Working in a call center environment to resolve client issues.
- Forgotten Passwords including AD and various other medical applications.
- Printers not printing out of various applications.
- Phone tree setup and support.
- Extension setup.
- Voicemail set up and support.
- Software install Worked with Field Techs and other departments that covered the other medical software for anything that was out of our scope 100% Over the phone remote support.

## Education

General Studies - 1996(Pittsburg High school)

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