

ROBERT SMITH

Solution Specialist II

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SUMMARY

A profession who has experiences more than a decade in IT field and is enthusiastic at daily tasks in a fast paced business environment.

SKILLS

Microsoft Office, Microsoft Excel, Microsoft Word, Microsoft Powerpoint.

WORK EXPERIENCE

Solution Specialist II

ILY Enterprise - April 2014 – 2020

- Designed, implemented, enhanced, supported and maintenance for disaster recovery solutions, business continuity solutions, VDI (Virtual Desktop Infrastructure) solutions.
- In charged of projects management.
- Ensured communication with team members and across other departments.
- Successfully achieved DR projects for EZT Inc.
- Worked as a solution specialist to create a great experience with each client.
- Identified customers needs and provide a suitable product, deliver substantial customer service, learn details on current line up of electronics.
- Provided service to customers following procedures, practices, and policies Identifies issues and concerns from customers and execute appropriate .

Solution Specialist

Delta Corporation - 2011 – 2014

- Also making sure new and existing clients were educated on how to increase their value on personalized accounts and promotional deals.
- Provide wonderful customer service Engage, interact and greet customers Operate computerized cash register systems as well as a variety of cell .
- Supervisor Domonic Vandaveer (425) 359-3738.
- Met sales goal, maintained satisfactory sales per hour average, delivered great customer service, moved brand new products,.
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SCHOLASTICS

- Master of Information Technology in Information Technology - 2007(University of Tasmania)