ROBERT SMITH

Student Technology Assistant

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Student Technology Assistant with 3 years of experience in Managing installation of Windows desktop software including equipment in faculty/staff/departmental offices using technologies available through the campus system management appliance. Install authorized application software and provide initial support.

CORE COMPETENCIES

Microsoft Office Suite, C++, Active Directory, SQL, Live Meeting, Roundtable, Tandberg Units, Blackberry Support, Android Support, IPhone/iPad Support, BES Administrator, VPN Support And RSA Aveksa.

PROFESSIONAL EXPERIENCE

Student Technology Assistant

ABC Corporation - September 2004 – May 2004

Key Deliverables:

- Helped students connect to the on-campus wifi.
- Provided guidance to students using college technologies including Canvas, Zoom, Microsoft Office 365, student email, etc.
- Monitored the operation of technology in the library, including ensuring functionality of hardware, software and maintaining supplies.
- Identified and reported hardware and software issues.
- Completed projects and tasks assigned by the Senior Student Technology Support Specialist.
- Experienced with Microsoft Office products, including Word, Excel, PowerPoint, and Publisher.
- Experienced with Google products, including Docs, Sheets, and Slides.

Student Technology Assistant

Delta Corporation - 2001 – 2004

Key Deliverables:

- Database administration and quality control of the data Closely examine case files to enter information into case management system Use Microsoft .
- First point of contact with students, faculty, and staff in need of technology assistance.
- Maintained and updated all devices in the library and computer labs.
- Documented and communicated technological problems to upper management.
- Assisted in the design and installation of a printing network governing over 400 computers.
- Ralph Steen Library Assist supervisor on computer related projects such as updating computers and software Collaborate with other team members to fix .

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- Fix network connection problems on patron laptops and troubleshoot pc problems Assist patrons with technology problems and various software, such as .

EDUCATION

Master's

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