Robert Smith

Student technology consultant

CONTACT DETAILS

1737 Marshville Road,
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(123)-456-7899
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PERSONAL STATEMENT

Student technology consultant is Experienced in troubleshooting and resolving hardware, software, and digital media issues. Interacting with students on a daily basis, handling walk-in, phone, and email questions regarding basic technology and computer problems. Compiling FAQs from students; creating, developing, conducting, and promoting training workshops and other educational materials for common student technological issues.

WORK EXPERIENCE

Student technology consultant

ABC Corporation - October 2009 – September 2011

Responsibilities:

- Assisted with learning technologies set-ups and support in classrooms and learning spaces within the Commons as assigned.
- Logged all interactions (calls and walk-ins) in the interaction tracking system.
- Maintained paper inventory and fill all paper/toner in networked printers throughout the Commons.
- Conducted regular audits of Hege technology and learning spaces to ensure service and support continuity.
- Worked independently and efficiently to meet the requirements of the position.
- Promptly and professionally responded to support requests, either face-to-face or over the phone.
- Experienced with hardware, software, and digital media used to teach and learn.

Student technology consultant

Delta Corporation - 2007 – 2009

Responsibilities:

- Monitored student use of technical equipment.
- Assisted in the maintenance and supervision of the lab facility.
- Responsible for five other student technology consultants.
- Responsible for proper handling and reserving of department video, audio, studio equipment and software.
- Studied the features of the major project management tools (MS project, Basecamp, Trello, Asana) and their usage in clinical trials.
- Offered recommendations about improving the applications of the Net Serpent project management tool in the pharmaceutical industry.
- Monitored student use of technical equipment.

Education

MS

SKILLS

Technical Skills, Training.

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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