ROBERT SMITH

Systems Technician II

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Recent graduate in Computer Science. Excellent time management and problem-solving skills. Highly organized with the ability to work in a team environment, manage multiple projects and consistently meet deadlines.

EXPERIENCE

Systems Technician II

ABC Corporation - JANUARY 2014 – OCTOBER 2015

- Maintain and administer computer networks and related computing environments including computer hardware, systems software, and all configurations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Set up equipment for employee use, perform or ensure proper installation of cables, operating system, or appropriate software.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Confer with customers by telephone or in-person to provide information about products or services.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions are taken.

Systems Technician

ABC Corporation - 2010 – 2014

- Assisted with the project of Windows 2000 migration from Novell.
- Knowledgeable in Network Administration of Microsoft Active Directory; Novell; and Lotus Notes, including but not limited to creation and deletion of user accounts; user drive mapping, printer and printer driver setup; data migration; recertification of IDs and creation of procedures.
- Installation, configuration, and maintenance of networking equipment, telephony (Lucent/Definity), desktop/laptop hardware and software applications.
- Configuration and installation of Hex Code for x-terminals, super rats, as well as setup, configuration, and maintenance of network printers, Zebra printers, and Symbol RF scanning equipment.
- Create documentation for ISO9000 compliance Document all service

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calls and resolve issues in Call Center database.
- Implementation and configuration of Avalanche, including but not limited to complete setup of a training room, creation and procedural documentation and training of team members.
- Gained excellent experience in systems operations and various types of hardware and software.

EDUCATION

- Bachelor of Science in Computer Science - 2010(Angelo State University - San Angelo, TX)

SKILLS

Elsie, Agilent Advanced Designs Systems, AVR Studio 4, PSPICE, LTSPICE, C, VHDL, Assembly Language.