ROBERT SMITH

Technical Service Manager II

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A process-oriented Technical Service Manager with 17 years of network, call center, and program support experience. This includes network design, implementation, and post-installation technical support. Currently, as the Technical Service Manager, my responsibilities are to maintain the daily operational support of ALU's largest. Enterprise customer. responsible for ensuring process standards are evolving to maintain or increase network stability across a 50,000 user enterprise network.

AUGUST 2011 – 2020

TECHNICAL SERVICE MANAGER II - ALCATEL-LUCENT, HQ

- Rebuilt corrupted Hard Drive partitions in order to retrieve data.
- Recovered and fixed corrupted .pst files.
- Ensured application compatibility with Windows Vista to meet customer needs.
- Set up office networks with file and printer sharing at clients sites.
- Built and repaired Computers with OS ranging from Winows 98 to Windows Vista.
- Assigned and balanced workloads for all technicians.
- Set expectations and goals to meet certain productivity goals.

2008 – 2011

TECHNICAL SERVICE MANAGER - DELTA CORPORATION

- Responsible for PC/LAN software/hardware installation, maintenance and repair for fortune 500 companies, plus user support and training.
- And accomplishments Contracted through INT Technologies - Chandler AZ Member of a team of Project Managers and Technologists dedicated to the update .
- Coordination of the purchasing, distribution and installation of Infoblox, Any-cast and Brandywine Network Gear at each of the Wells Fargo Data .
- Suggesting improvements to policies and procedures to management related to Data Center Hardware installation procedures.
- Lead and managed 15 Field Service Engineers in providing start-up, service, and repair of Lantech equipment at customer sites.
- Responsible for the business growth and expansion of all after-market service.
- Service revenue 2006 Maintained departmental budget below projected levels Participate and lead cross-functional problem solving teams to improve .

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EDUCATION

B.A. in Communication - (University of New Hampshire - Durham, NH)

SKILLS

Manufacturing Engineering, Technical Writing, Lean Manufacturing, Lean Manufacturing, Technical Support, Quality, FDA Regulations.