# Technical Support Intern

# ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn: linkedin.com/qwikresume
Address: 1737 Marshville Road, Alabama

## Objective

Tobi is a hardworking, motivated, ambitious and passionate individual. Two of his biggest passions are sports and technology. Technology is at the forefront in every type of business, rapidly changing and is having a bigger influence on decisions, which is why he his keen to pursue a career in Information Technology that will allow him to use skills developed whilst completing a degree in Information Science and gaining his master certificate in IT Service Management Throughout his time at university, work experiences and Morgan Stanley, Tobi has been a confident professional, high energy with an infectious enthusiasm for technology.

## Skills

Microsoft Office 2016, HTML, CSS, Developing Databases With PHP And MySQL, Javascript, Java, PHP, MySQL,Visual Basic, Ability To Identiy Problems And Determine Potential Solutions, Reliable And Motivated, Strong Organizational.

## Work Experience

### Technical Support Intern

**ABC Corporation** - August 2012 – December 2016

- Managed access to more than 10 Of Advertising.coms internal proprietary web-based advertising platforms.
- Independently learned the SQL database language, some HTML, and some UNIX terminal commands.
- Trained 9 members of my former team.
- Investigated double the ticket volume of my coworkers on a daily basis.
- Handled executive level- platform support.
- Developed a Global SharePoint site that is used by the companys HR team worldwide.
- Supported the IT HR team by fixing bugs and developing front-end features in SharePoint.

### Technical Support Intern

**Delta Corporation** - 2011 – 2012

- Created support and training documentation.
- Provide technical support to clients via phone, e-mail and click-to-chat Create and manage support tickets for issues that require further action.
- Configured tablets to be used for data collection in a national longitudinal study Identified as a top performing intern and recommended by CPC .
- Responsible for end users running Windows Vista, XP, 2000, Windows 98, and 95 Diagnosed and repaired LAN communication problems as well as repaired .
- NIC cards, printers, MS Office) Ran and labeled CAT 5, utilized cable tester to trouble shoot CAT 5 Terminated and Ran Fiber Optics Cable Installed .
- Provide online and virtual customer service support Build Virtual Machines and coordinated Microsoft Updates for virtual machines Install and build .
- Client FTP import/export -Resolving IT tickets using remote desktop -Hardware installation -Server maintenance and cleaning.

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## Education

Master's

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