ROBERT SMITH
Network Administrator/IT Specialist

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To obtain a professional position in IT that provides opportunities for career development and exposure to new technologies, while utilizing technical experience to achieve productive goals. A recent graduate with a Master in Business Administration and Information Systems, seeks an opportunity to advance and increase professional development.

2011 – PRESENT

NETWORK ADMINISTRATOR/IT SPECIALIST - ABC CORPORATION

- Provide technical support for 600+ users and ensure proper maintenance of workstations, printers, and peripherals.
- Respond to user service requests and expeditiously resolve trouble tickets to maximize system uptime.
- Led the blackberry enterprise server upgrade project, created stig compliant policies and upgraded 100+ handheld devices.
- Designated sipr token trusted an agent to schedule and distributed tokens to 500+ users.
- Maintained workstations, servers and phone systems across six locations in three states.
- Diagnosing and troubleshooting apple and windows processing problems, as well as applying solutions in order to increase efficiency.
- Ensuring network, system and data availability along with integrity, by providing preventative maintenance and upgrades.

2005 – 2007

SENIOR NETWORK ENGINEER - ABC CORPORATION

- Installed, upgraded, configured, tested, maintained and supported applications(ms office) operating the system (server 2003/2008, Windows XP, Vista), in a production environment.
- Responsible for effective provisioning, installation/configuration, operation, and maintenance of systems (Microsoft systems center) hardware and software and related infrastructure.
- Troubleshoot and resolve system hardware, software and communications problems; performed automated and manual backup and restore processes, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Participated in technical research and development to enable continuing innovation within the infrastructure.
- Ensured system workstations, printers, digital senders, operating systems

(server 2003/2008, Windows XP, Vista), software systems, and related procedures adhere to dod policies.
- Provided user support, user software and hardware training to formulate technology solutions and ensure the effective safeguarding and sharing of enterprise data.
- Evaluate requests for hardware and software; researched and recommended solutions to technology needs, compatible with the clients technology architecture and infrastructure and resource constraints.

EDUCATION

Bachelor Of Science in Computer information Systems - (Saint Leo University - Key West, FL)Master in Computer Science - (CCS University)

SKILLS

Configuration and Upgrading NOS Patches & Updates Server, Active Directory, Heat, Remedy, SharePoint Project Management Security Solutions IA Scans Training, Mentoring.