

ROBERT SMITH

Sr. IT Specialist

Phone: (0123)-456-789 | Email: info@website.com | Website: Website.com

SUMMARY

Seeking a position as an IT professional where can effectively utilize my expertise for computers and new technology, desktop maintenance, server administration, and networking to provide a positive contribution to a great company.

CORE COMPETENCIES

Active Directory, Customer Service, Remedy, Sharepoint, Telephone , Information Technology, Powerpoint, Word, Citrix, VPN

PROFESSIONAL EXPERIENCE

Sr. IT Specialist

ABC Corporation - September 2000 – Present

Key Deliverables:

- Designed, developed and maintained corporate websites, graphic and print materials.
- Researched software and web technologies and liaised with vendors and internal staff to make recommendations for company use.
- Worked within a team to develop, implement and monitor marketing strategies.
- Domain registrations, DNS management, and maintenance, virtual server setup through custom software and commercial control panels, frontpage extension development, ftp user management setup.
- Knowledge in web design accessibility wcag and wai standards, usability principles and methods for usability testing.
- Familiarity with issues relating to information architecture, content structure, and presentation.
- Trained local employees and banking personnel in using and managing the system.

IS Manager

ABC Corporation - January 2000 – September 2000

Key Deliverables:

- Purchase, install, maintain and upgrade all telecommunications equipment and computer hardware and software.
- Provide consultative and instructional services to assist staff in the use of telecommunications equipment, hardware, and software as outlined above.
- Ensure that the management of information systems meets the changing needs of the agency as required by external agencies and funders.
- Direct supervision, evaluate and review work done by assigned data entry clerks.
- Provide collaborative representation and advisory input on the sacwis project in a focused, timely and representative manner.
- Participation in joint application development groups to craft details and make recommendations for participants in those development groups.

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- Develop policies and procedures relating to information system technology.

EDUCATION

- Diploma - (Ottawa Township High School) Bachelor's in BUSINESS MANAGEMENTINFORMATION SYSTEMS - (LIBERTY UNIVERSITY - Lynchburg, VA)