# Robert Smith
## *Database Administrator/IT Specialist*

### CONTACT DETAILS
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## PERSONAL STATEMENT

Seeking a full time position in the IT field to where can utilize my skill sets. My broad range of technical skill sets and other relevant experiences prepare me to take on today's dynamic IT business needs and challenges. Versatile IT specialist with a broad scope of skills perfect for small business.

### SKILLS

Active Directory, Linux, Linux, Windows 7, Windows 10, Microsoft Office, Windows Server 2003, Windows Server 2003

## WORK EXPERIENCE

### *Database Administrator/IT Specialist*
**ABC Corporation -   February 2011 – September 2015**

*Responsibilities:*

- Problem can range from personnel setting change request to fixing a critical corrupted file that leads to system failures. Use active directory management tools to assist users with domain account issues.
- The problem varies from resetting password to moving users account to different organization unit (ou) or groups.
- Assist user on microsoft office suite problems troubleshoot vpn (remote access) connectivity problems.
- Assist caller with wireless connectivity issue from locally or an offsite location (government or home location) troubleshoot internal and offsite email issues.
- Scheduling online regions and subsystem applications as per requirement.
- Schedule and complete periodic maintenance on assigned system as required.
- Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment.

### *Technical Support*
**ABC Corporation -   September 2009 – July 2010**

*Responsibilities:*

- Deskside and network support) support 80+ internal/external users and 300+ devices.
- Provide support and setup to the following devices - laptops (ibm/lenovo) - desktop (mpc/dell) - printers and scanners (lexmark/hp/xerox/canon) - smart phone (iphone/blackberry) - audio/video communication - wireless access point  (cisco)  provide remote user support via vpn (pointsec) /remote (webex) technologies.
- Manage virtual ip-pbx system and support users office phones and extension.
- (cisco 7940 voip phones) setup training/board room audio/video (projector system) provide onsite technical support for internal users at companys technology and ice trade show - setup pcs and printer.
- Connect users to private network via vpn (web-base pointsec) - setup computer base credit card terminal for the retail book store (quick book).
- Defines and classifies level, priority and nature of problem, request

### LANGUAGES

English (Native)
French (Professional)
Spanish  (Professional)

### INTERESTS

Climbing
Snowboarding
Cooking
Reading

### REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

and/or issue.

- If unable to diagnose problem and/or problem requires physical interaction with end user, the technician escalates problem to the appropriate team.

## Education

Certification in Network System Admin / MCSE - (Lincoln Tech - Georgia)Diploma in Electronic Systems Technician - (Lincoln Tech - Columbia, MD)