

## IT Specialist

# ROBERT SMITH

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## Objective

Experienced and knowledgeable Information Technology Professional seeking to contribute training and acquired skills within a Tier One/Tier 2 Help Desk support role or Network Support. Work well independently, or in a group setting providing all facets of computer support such as troubleshooting, installations, and maintenance. In-depth knowledge and understanding of numerous software packages and operating systems.

## Skills

Microsoft Operating Systems, Microsoft Office, LAN/WAN Networking, Helpdesk, Mac OS X

## Work Experience

### IT Specialist

**ABC Corporation** - November 2015 - March 2016

- Perform technical team leadership role in a matrixed environment for enterprise business support and project-based applications development within an array of diverse systems and technologies architecture.
- Helped put process in place to maintain a stable network environment, while training staff with it related equipment.
- Managed the daily shipment and drop off each new system with an outside contractor.
- Coordinated the assessment, planning, and scheduling of the computer refresh.
- Monitors network performance in order to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
- Performs routine network startup and shutdown procedures, and maintain control records.
- Implemented and maintained it management and monitoring/virus protection software across the company.

### IT SUPPORT & DESIGNER/DRAFTER 3

**ABC Corporation** - March 2013 - April 2015

- Deployed workstations to EU by imaging them with Acronis.
- Managed Irvine site planning facility's 1tb file servers which housed all of the engineering blueprints.
- Created new custom cisco switch and router Visio stencils to assist field engineers with Cisco installations.
- Compiled hospital documentation with an acrobat and dispersed it to the Cisco network engineers.
- Assisted philips executives who would visit the site planning department in Irvine with its needs.
- Extensive AutoCAD and Microsoft Visio to generate blueprints for Philips field engineers.
- Made on-site visits to hospitals such as palomar medical center in escondido california.

## Education

Master's in MBA - (Ashford University - San Diego, CA) Bachelor's in Business (Finance) -  
(California State University Fullerton - Fullerton, CA)