Robert Smith

**IT Specialist**

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# SUMMARY

Current role function as an IT Specialist, and creator of solutions - listening to issues, discussing optimal results, and producing a secure solution that works. Strive to deliver the best customer support possible, providing superior IT support that allows the company to consider IT a competitive advantage, instead of an overhead cost.

# SKILLS

Typing, Microsoft Office, Web Browsers, Troubleshooting, Auto cad, Budgeting, Bookkeeping, Customer Service, Data Entry, Dreamweaver, Excel, Editing, Filing.

# WORK EXPERIENCE

## IT Specialist

ABC Corporation ­ October 2015 – Present

* Configuring, managing, maintaining and implementing network environment and troubleshooting network environment.
* Install and perform minor repairs to hardware, software, and peripheral equipment, following

design or installation specifications.

* Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.
* Maintain confidentiality and security of company documents and customers.
* Assembled with other team members during sprint grooming and retrospective to discuss updates, changes, and concerns for each user story within the sprint.
* Created frequently asked question pages for the web applications using html5 and javascript

language.

* Prepared the web applications for staging, production, and deployment to customers to determine satisfaction of the applications.

## Apprentice Weather Forecaster

ABC Corporation ­ April 2011 – April 2015

* Produced over 2,000 meteorological observations for tactical environmental support of maritime and aviation operations.
* Assembled 135 tactical environmental packages in support of aviation and maritime

operations resulted in 1,600 mishap-free hours.

* Demonstrated ability to communicate effectively to large and small groups with various levels of meteorological understanding.
* Managed a warfare qualification program directly supervised over 2,000 hours of training for

90 individuals from 12 different outside organizations.

* Effectively and efficiently handle tier i and tier ii jira help desk tickets and task.
* Virtualization responsible for installing, configuring, and troubleshooting vmware.
* Installed, configured, and monitored physical workstations (windows, mac os), servers, mobile devices (ios, android) and vms (vmware fusion), in accordance with the gtri standards and projects/operational requirements.

# EDUCATION

BS in information Technology - 2015(Kennesaw State University - Kennesaw, GA)High School Diploma - 2004(Lee County High School)