

# Robert Smith

## IT Specialist

Phone (123) 456 78 99

Email: [info@website.com](mailto:info@website.com)

Website : [www.website.com](http://www.website.com)

LinkedIn: [linkedin.com/username](https://www.linkedin.com/username)

Address: 1737 Marshville Road, Alabama

## 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)

