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ROBERT SMITH
Customer Engineer

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SUMMARY

Talented Computer Technician seeking an IT position supporting end users with exceptional customer service. Desktop Support Technician with 28 years providing rapid client-centered support. Personable, friendly and committed to resolving computer problems in a timely and thorough manner to maintain uptime. Seeks a role offering opportunities for long term professional growth and development. .

CORE COMPETENCIES

Microsoft Windows, Java, C++, Python, Microsoft Project, Db2, Data Entry, Database, Customer Service, Management.

PROFESSIONAL EXPERIENCE

Customer Engineer

Apex Computer Systems - June 2008 – 2019

Key Deliverables:

- Diagnosed and troubleshoot Windows processing problems and applied solutions to increase company efficiency.
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
- Consistently met deadlines and requirements for all production work orders And break-fix SLA.
- Resolved computer hardware and software, printing, installation, word processing, email and operating systems issues.
- Repaired and replaced hardware, including HP and Lenovo desktops, laptops, printers and associated peripherals.
- Ordered necessary supplies and parts to repair malfunctioning hardware.
- Set up computer equipment for SunTrust employees. Installed software and operating systems using Altiris and SCCM on several hundred company computers.

Customer Engineer

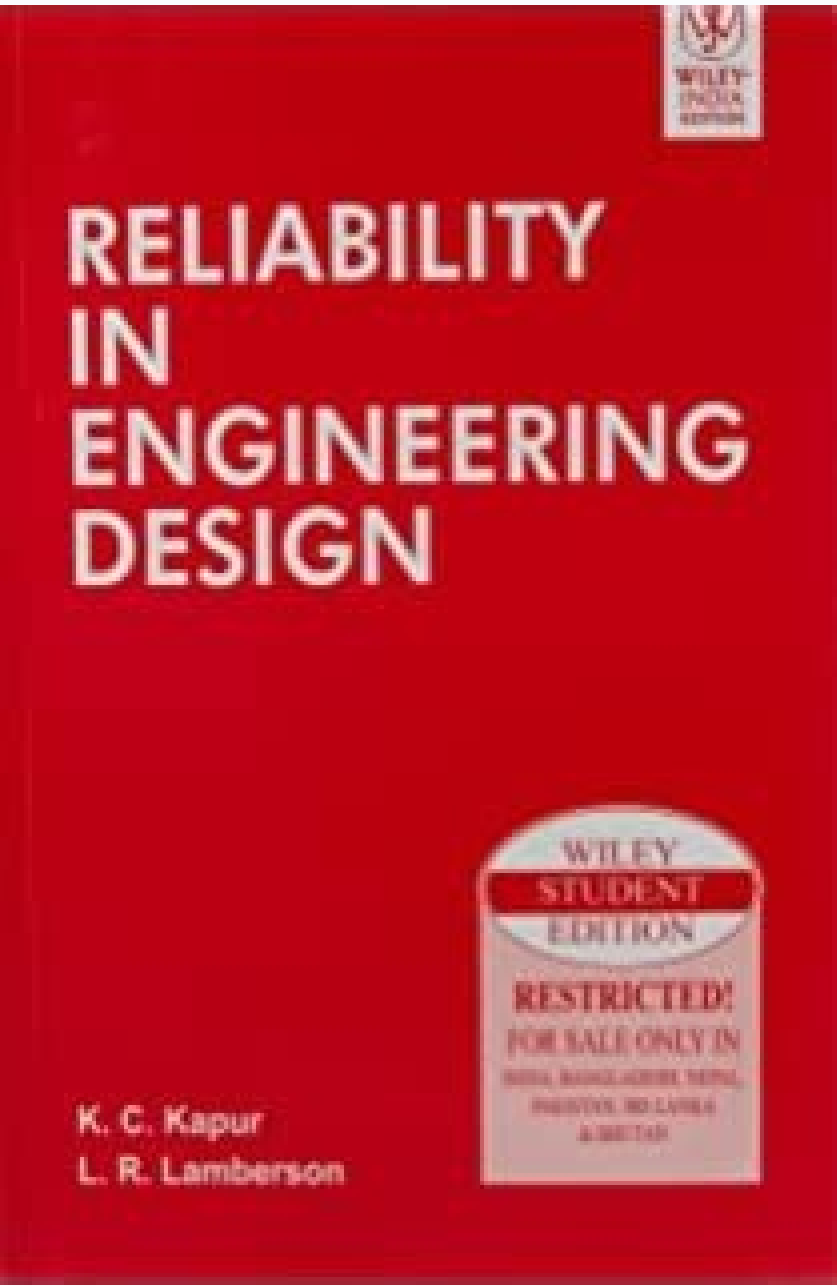
ABC Corporation - 2007 – 2008

Key Deliverables:

- Provided advanced level support of mindSHIFT products and services with more complex troubleshooting toward workstation, server and network related issues, including but not limited to Operating system functionality, Software installation and troubleshooting..
- Performed systems administration for Windows Servers, Exchange servers and Desktop operating systems across multiple customers.
- Setup new users/Migrated old user profiles.
- Removed & reinstalled networks in charter school classrooms ensuring 100% connectivity and reachability to network and printers.

2259 Oak Street, Old Forge, New York, 13420

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