# SYSTEM SUPPORT SPECIALIST RESUME

Roger Tracy
3875 Benson Park Drive
Arcadia, OK 73007
(111)-396-9578
[email]

## Job Objective:

Looking for work within the company in the position of System Support Specialist. Experienced with behind the scenes managerial duties as well as hands-on work in the industry.

## Highlights of Qualifications:

- Huge experience in supporting and implementing improvements in information systems
- Proficient with Meditech, PAR Excellence, GHX, SCL, Oracle, Microsoft Sequel, Crystal Reports and Attainia
- Familiarity with Microsoft Access, SQL Server and Oracle Databases
- Ability to manage and prioritize diverse responsibilities
- Ability to multi-task, problem solve and manage client relationships
- Ability to present information and feedback in a concise and understandable manner
- Excellent communication and interpersonal skills

## Professional Experience:

System Support Specialist
Compass Group, Arcadia, OK
May 2006 – Present

- Presented quotes, prepared purchase orders and managed approvals for equipment requests.
- Handled the shipping of computers from vendors to data center.
- Responded to help telephones and replied to customer inquiries to assure customer needs are met.
- Assisted customers in solving technical problems.
- Entered and monitored inquiries utilizing Remedy tracking system.
- Recognized,analyzed and handled customer problems and complaints.

System Support Specialist
Sleepy's, LLC, Arcadia, OK
March 2003 – April 2006

- Installed, configured and managed client workstations, server and network equipment.
- Performed inventory and maintenance of wireless devices.
- Administered system backups utilizing Veritas Backup Exec.
- Collaborated with Help Desk to assure projects and problems are being addressed appropriately.

## Education:

High School Diploma
South Effingham High School, Guyton, GA

Orlando Lindsey
4074 Poe Road
Myrtle Beach, SC 29577
(222)-569-9228
Email : [email]

**Career Goal**

Seeking the position of System Support Specialist to share my expertise in HP servers, FreeBSD and Juniper firewall devices

## Technical Skills:

Strong technical command of scripting tools:

- Windows batch
- HTML

Substantial technical acumen of security suites:

- Safeboot
- Trend Micro Enterprise Protection
- Symantec End Point Protection

Profound knowledge of system management tools:

- Windows deployment server
- Altiris
- Vmware

Adept in backup tools:

- Backup Exec
- Windows Native Backup

Familiarity with communication devices:

- Eno Interactive Boards
- Avaya VOIP phone systems

Dexterity in remote control tools:

- Verint
- PC Anywhere
- Nortel

Solid understanding of ticket management tools:

- Heat
- Pivotal
- Remedy

Sound abilities to:

- Understand and use Juniper firewall appliances
- Work with service desk tools and LAN hardware devices

## Relevant Experience:

System Support Specialist                                    January 2012 – Present
Geologics Corporation                                             Myrtle Beach, SC

- Provided remote desktop services for various networks.
- Supported remote system administration tasks for Terminal Services.
- Administered Exchange services, print services and network devices.
- Participated in workstation patch management and permission granting services.
- Prepared and executed updates for applications and group policies.
- Installed and configured new devices such as workstations and phones.
- Assisted in IDS administration tasks and maintained network security.
- Managed new user accounts and exchange services.

System Support Specialist                              November 2010 – January 2012
Sotera Defense Solutions, Inc.                                       Quantico, VA

- Conducted server builds, maintenance and build tasks.
- Provided backup services for hardware and Citrix applications.
- Documented operational support services and user guidelines.
- Assisted in storage tasks using SharePoint apps.
- Implemented work paths as per six sigma standards.
- Analyzed and resolved issues relating to server and hardware components.
- Participated in disaster recovery and access level maintenance.
- Administered antivirus protection along with regular updating.

## Educational Background:

Master's Degree in Computer Science                       August 2008 – May 2010
Le Moyne College                                                    Syracuse, NY

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