

ROBERT SMITH

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EDUCATION

UNIVERSITY AT BUFFALO, THE STATE UNIVERSITY OF NEW YORK

Bachelor of Science, Business Administration

Jun. xxxx

Management Information Systems Concentration

GPA 3.8/4.0

EXPERIENCE

INGRAM MICRO, INC.

Williamsville, New York

Networking Consultant

Apr. xxxx – Present

- Provide hardware and software support for Microsoft network and server applications
- Implement workgroup networks for a number of clients
- Administer training in internal software applications to five department new hires
- Troubleshoot and provide timely feedback to clients on network queries
- Conduct cost-benefit analysis on implementation of new hardware/software
- Received Outstanding Technical Associate award for excellent service

SCHUSSMEISTERS SKI CLUB, INC.

Buffalo, New York

Technical Assistant

Jan. xxxx–Aug. xxxx

- Automated the online registration procedure and the billing system
- Configured the Local Area Network and NT Server 4.0 with TCP/IP configuration
- Recommended hardware and software upgrades to improve administrative efficiency
- Trained 10 employees on the general use and maintenance of the computer systems
- Helped in the development of an interactive website for the club

UNIVERSITY BOOKSTORE

Buffalo, New York

Customer Service Assistant

Mar. xxxx–Nov. xxxx

- Provided excellent customer service to students, staff and faculty by answering questions and making product recommendations
- Organized and entered data for inventory control and analysis
- Created a database to record and update suppliers' details
- Improved customer satisfaction by volunteering to help them in the store

TECHNICAL SKILLS

Server Applications: MS Exchange, IIS, SQL Server

Desktop Applications: MS Word, Excel, PowerPoint, FrontPage

Databases: Salesforce, Oracle, MS Access, Lotus Approach

Languages: C++, SQL, XML, HTML

Operating Systems: Windows NT, XP, Novell Netware, DOS, UNIX, Linux

ACTIVITIES

Secretary, **Management Information Systems Association**

Aug. xxxx–Present

- Collaborate with executive board members on organizing club of 40 members
- Record meeting minutes and organize historical club information

Volunteer Practice Interviewer, School of Management Career Resource Center

Jan. xxxx–May xxxx