

## **Joseph Smith**

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### **Work Experience**

2002 to Present

#### **Pilgrims Pride Corporation, Bossier City, LA**

##### ***LAN Technician***

- Responsible for all LAN connectivity, troubleshooting for switches, and WAP
- Configure and reformat PCs, network printing environments
- Monitor connectivity issues to minimize WAN impact
- Support, configure and manage all telecom needs
- Responsible for multiple plants
- Actively search out, analyze and resolve problems related to Windows 95, 98, 2000, 2003, XP, WAN, modems, and printers
- Provide instructor led training for diverse groups on software applications
- Responsible for all asset tracking in SAP
- Responsible for reports on WAN traffic, project status, and trends

1999 to 2000

#### **Computer Sciences Corporation, Oakbrook Terrace, IL**

##### ***E-mail Administrator & Customer Support Analyst***

- Provided tier one support with 90% resolution in all incidents
- Promoted to Customer Support Analyst within one year
- Expertise in troubleshooting PC, server, and applications
- Supported 125+ Novell and 50+ NT servers in 10K user WAN environment
- Evaluated and recommended system improvements for both customer and internal use

1999 to 1999

#### **TEK Systems, Oakbrook IL (6 month contract at **Computer Sciences Corporation**)**

##### ***Email Administrator***

- Administered e-mail accounts for 6,000+ users
- Provided tier one technical support for e-mail software package
- Demonstrated excellent customer service skills

1994 to 1998

#### **Hollywood Casino Aurora, Auorar, IL**

##### ***Catering Coordinator & Beverage Sales Representative***

- Received highest guest service excellence award

### **Educational Background**

2003

**Bossier Parish Community College**, pursuing Computer Science Associates Degree

2003

**Certified Microsoft Office Specialist**

1999

**Franklin Covey Time Management**, Franklin Covey

1999

**Troubleshooting, Maintaining and Upgrading PCs**, CompuMaster

1999

**Effective Presentation Skills for Technical Professionals**, AMA International

1998

**Certified Novell Administrator**

1998

**Terasys Inc.** Naperville, IL Information Systems Training Course