

# WALT ROBERTS

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<b>Objective</b>	To contribute outstanding technical skills and strong commitment to achieving your company's goals in an IT consulting capacity.															
<b>Profile</b>	<ul style="list-style-type: none"><li>◆ MBA-level IT professional with 10+ years of Information Technology experience who provides top-notch service, sets high standards, and exceeds expectations.</li><li>◆ Highly motivated, dependable troubleshooter and problem-solver.</li><li>◆ Customer-focused performer who is committed to quality in every task – from personal interaction with coworkers and users to high level of service provided to company/customer.</li><li>◆ Valued contributor who performs confidently and effectively under pressure and thrives on challenge.</li><li>◆ Excellent communicator and good listener.</li><li>◆ Enthusiastic learner who quickly grasps new concepts and technical skills.</li></ul>															
<b>Technical Skills</b>	<table border="0"><tr><td data-bbox="451 869 885 903"><b>Certifications</b></td><td colspan="2" data-bbox="885 869 1541 903"><b>Operating Systems/Software Applications</b></td></tr><tr><td data-bbox="451 903 885 966">◆ Network + CompTIA – Networking Technologies</td><td data-bbox="885 903 1161 966">◆ Windows 98/2000/XP</td><td data-bbox="1161 903 1541 966">◆ Internet Explorer</td></tr><tr><td data-bbox="451 966 885 1029">◆ A+ CompTIA – Software and Hardware Technician</td><td data-bbox="885 966 1161 997">◆ MS Word</td><td data-bbox="1161 966 1541 997">◆ Netscape</td></tr><tr><td></td><td data-bbox="885 997 1161 1029">◆ MS Excel</td><td data-bbox="1161 997 1541 1029">◆ Mozilla</td></tr><tr><td></td><td data-bbox="885 1029 1161 1079">◆ MS PowerPoint</td><td data-bbox="1161 1029 1541 1079">◆ Open Office</td></tr></table>	<b>Certifications</b>	<b>Operating Systems/Software Applications</b>		◆ Network + CompTIA – Networking Technologies	◆ Windows 98/2000/XP	◆ Internet Explorer	◆ A+ CompTIA – Software and Hardware Technician	◆ MS Word	◆ Netscape		◆ MS Excel	◆ Mozilla		◆ MS PowerPoint	◆ Open Office
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<b>Professional Experience</b>	<p><b>PC Support Specialist – Solutions Center, Net.com, Fremont, CA, 2003 to July 2004</b></p> <ul style="list-style-type: none"><li>◆ Responded to, evaluated, and prioritized incoming phone and email requests for technical assistance from users experiencing problems with hardware, software, networking, and other computer-related, Web, and telecom technologies.</li><li>◆ Provided prompt, accurate, and respectful support to users, employing high degree of customer-service skill and technical expertise while ensuring customer satisfaction.</li><li>◆ Took initiative to learn company internal organizational structure to optimize problem-resolution efficiency.</li><li>◆ Applied troubleshooting techniques to verify solutions.</li><li>◆ Contributed ideas to improve customer service and suggested ways for second-level support to interact with customers and remain in the loop.</li><li>◆ Frequently resolved issues with little or no supervision.</li><li>◆ Quickly learned new tasks and rapidly resolved customer problems.</li><li>◆ Created boilerplate/template server-maintenance documents to be sent out to users so new documents did not need to be created each time.</li><li>◆ Logged incoming calls and email to Solutions Center into call-tracking database.</li><li>◆ Escalated trouble tickets to specialized staff for resolution.</li></ul>															

**Desktop Support Analyst, Diversified Software Solutions, San Francisco, CA, 1993 to 2003**

- ◆ Served as sole desktop analyst providing technical support for 250 users in 15 satellite offices.
- ◆ Consistently delivered rapid, outstanding service and support, resulting in a high level of customer satisfaction; kept users updated on resolutions.
- ◆ Supported multiple major corporate-wide system upgrades and office relocations.
- ◆ Coordinated installations for 24 network printers at 15 satellite offices.
- ◆ Instructed users on new printing system.
- ◆ Installed and upgraded 60+ PCs in conjunction with new host system.
- ◆ Migrated company email system from cc:Mail to Lotus Notes.
- ◆ Maintained and administered operating systems on IBM AS/400 server.
- ◆ Assisted in configuring and rolling out PC hardware and printers for 300 users at external company job.
- ◆ Maintained up-to-date knowledge of changing technology to benefit customers.
- ◆ Cited by supervisor as “extremely thorough, proficient and knowledgeable” about customer base and praised for frequently volunteering for assignments above and beyond daily job description, as well as delivering on-time, complete solutions, doing whatever it took to get the job done, keeping coworkers and management well informed, offering suggestions to improve teams’ efficiency, and providing expedient resolutions to user problems.
- ◆ Saved travel time to remote location office several hours away and quickly solved user problem by deploying new remote-control software package to resolve/diagnose user issue.

**Engineering Associate, Diversified Software Solutions, San Francisco, CA, 1990 to 1993**

- ◆ Administered, managed, and monitored contract process.
- ◆ Earned company award for efforts to recover \$12K in project overbilling.
- ◆ Played key role on project teams for company LAN and billing project.

**Education**

- ◆ **Master of Business Administration with a concentration in Management Information Systems, San Jose State University, San Jose, CA**
- ◆ **Bachelor of Arts in Business Administration, San Jose State University, San Jose, CA**