

# ROBERT HENWOOD

## OBJECTIVE

---

To obtain a position with a company that will take full advantage of my technical and professional skills.

## EXPERIENCE

---

- |  |                         |               |
|--|-------------------------|---------------|
| Unisys   | 11/03/2006 to Present   | Phoenix, AZ   |
| Client Infrastructure Rep Level 4  |                         |               |
| <ul style="list-style-type: none"><li>• Lead technician supporting call center environment of 500 plus Windows 2000 Workstations.</li><li>• Filed calls for hardware replacements and trouble shooting on Dell and HP computers and laptops.</li><li>• Set up and restore settings on various client applications.</li><li>• Trouble shooting connectivity issues and routing patch panel to switch.</li><li>• Data migration and profile set-ups with permissions.</li></ul>  |                         |               |
| Satyam   | 7/03/2006 to 11/03/2006 | Phoenix, AZ   |
| TekSystems   | 2/16/2006 to 7/16/2006  | Phoenix, AZ   |
| Software Engineer Level 3 for CitiFinancial Mortgage Company, Inc.   |                         |               |
| PC Technician for CitiFinancial Mortgage Company, Inc.   |                         |               |
| <ul style="list-style-type: none"><li>• Supporting Call Center Environment of 500 plus Windows 2000 Workstations.</li><li>• Use Remedy for Trouble Tickets to resolve workstation issues for various applications such as Outlook, Mortgage Serv, Davox, RightFax, and many more.</li><li>• Set up and restore settings on various client applications to connect to a specific server.</li><li>• Handle the ePo Remediation for McAfee Anti Virus definitions.</li><li>• Re-image workstations with Symantec Ghost and push out packages using Ghost Console.</li></ul> |                         |               |
| Red Wire   | 4/04/2005 to 1/31/2006  | San Diego, CA |
| Level I Technician   |                         |               |
| <ul style="list-style-type: none"><li>• Configuration and management for web hosting with UNIX and Windows servers.</li><li>• Trouble shooting Voice Over IP phone systems. Configuring VoIP users and accounts via VOISS Administration.</li><li>• Handled setups and configurations for Cisco routers and DSLAM's.</li><li>• Well versed in TCP/IP and VLSM along with routing concepts.</li><li>• Worked with all levels of support including engineering as well.</li></ul>  |                         |               |
| Cingular Wireless  | 3/01/2004 to 03/31/2005 | San Diego, CA |
| Kelly Services   | 8/20/2003 to 02/29/2004 | San Diego, CA |
| Sales Support Specialist   |                         |               |
| <ul style="list-style-type: none"><li>• Managed all inventory coming in and going out along with loss prevention.</li><li>• Audited the nightly paperwork to ensure accuracy and proper documentation.</li><li>• Backed up the sales team when they needed help on the sales floor.</li></ul>  |                         |               |

## TECHNICAL SKILLS

---

A+ Certification, Dell Certified in Storage and Workstation – Tech ID# 455468, Some Cisco, TCP/IP and VLSM, Active Directory, All Windows platforms, Some Apple, Unix, Office Networking, MS DOS, Routing, Server and Router maintenance, HTML, Flash, Dreamweaver, Photo Shop.

## EDUCATION

---

- |   |                          |             |
|---|--------------------------|-------------|
| Coleman College   |                          | La Mesa, CA |
| <ul style="list-style-type: none"><li>• Associates of Science</li><li>• Computer Networking</li></ul> |                          |             |
|   | 08/01/2004 to 12/15/2004 |             |
|   | 01/01/2003 to 05/14/2004 |             |

REFERENCES AVAILABLE UPON REQUEST