

Olivia Campos

IT Consultant

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(123) 456-7890

Pittsburgh, PA

[LinkedIn](#)

Self-motivated with 10 years' experience establishing and maintaining technologies and systems for clients. Ready to give exceptional, timely, and transformative IT support and management within Google's environment.

WORK EXPERIENCE

Dataprise - IT Consultant

2019 - current

Pittsburgh, PA

- Set up and maintained networks, servers, and systems for more than 19 small businesses
- Recommended changes, additions, and removals of software to increase operating efficiency by up to 47%
- Communicated with clients regarding appointment scheduling and technical support and traveled within a 26-mile radius to provide on-site work
- Generated 12% more new leads by following up with clients on services rendered and asking for referrals
- Developed expertise through 12+ hours of training each month in cutting-edge technology, including small business servers, Office 365, and firewalls

TEKsystems - IT Manager

2013 - 2019

Pittsburgh, PA

- Installed software and performed system updates for MAC OS and Windows systems
- Communicated assignments to techs, documented ticket resolutions, and completed projects on time
- Created IT manuals and instructions to decrease average ticket time from 1 day to 6 hours
- Evaluated networks, managed updates to DevOps software, and installed security on new devices

Blink Health - IT Technician

2011 - 2013

Pittsburgh, PA

- Collaborated with IT team to respond to work tickets using Jira, resolving urgent issues within 3 hours and routine maintenance within 2 business days
- Scheduled Zoom and video conferences for executives, preparing technology 30 minutes before meetings
- Recovered sensitive data and improved intranet accessibility and operating speed by 28%

EDUCATION

University of Pennsylvania - Bachelor of Science, Information Technology

2006 - 2010

Philadelphia, PA

SKILLS

Consistent; Project Management; Problem-solving; Office 365; Strong Communicator; Jira

CERTIFICATION

- MCITP Microsoft Certification