

ORION MITCHELL

IT Specialist

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☎ (123) 456-7890

📍 Albany, NY

🌐 [LinkedIn](#)

WORK EXPERIENCE

IT Specialist

GlobalTech Solutions

📅 2019 - current 📍 Albany, NY

- Implemented network monitoring solution using Zabbix to reduce network downtime by 33%.
- Designed and deployed a scalable and secure network infrastructure using Cisco ASA firewalls, **reducing security incidents by 21%**.
- Documented and maintained network diagrams, configurations, and standard operating procedures for accurate and updated documentation for future reference.
- Implemented Microsoft Azure cloud services to migrate critical applications and reduce infrastructure costs by 56%.

Help Desk Technician

ByteTech Solutions

📅 2016 - 2019 📍 Albany, NY

- Resolved network connectivity issues for 50+ users per week, ensuring uninterrupted access to critical resources and systems.
- Improved average response time for help desk tickets by 26% through efficient troubleshooting and resolution techniques.
- Implemented VMware vSphere virtualization technologies, resulting in a **39% reduction in server hardware costs and improved scalability**.
- Provided end-user training on network troubleshooting techniques and best practices, which resulted in a 42% reduction in user errors.

Lead Bartender

The Hollow Bar + Kitchen

📅 2013 - 2016 📍 Albany, NY

- Developed and implemented a new cocktail menu that resulted in a **16% increase in drink sales within the first month**.
- Conducted regular staff training sessions on responsible alcohol service to decrease alcohol-related incidents by 18%.
- Reduced procurement costs by 12% through vendor negotiation regarding pricing and the timely delivery of bar supplies.

EDUCATION

Bachelor of Science

Computer Science

Carnegie Mellon University

📅 2011 - 2015

📍 Albany, NY

SKILLS

- Network protocol analyzer
- Python 3
- Microsoft Azure
- VMware vSphere
- ITSM
- Cisco ASA
- Oracle Database
- Zabbix

CERTIFICATIONS

- VMware Certified Professional (VCP)