

# AIDEN KELLY

## Windows System Administrator | IT Support Expert

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### SUMMARY

As a skilled Windows System Administrator with three years of hands-on experience in managing multi-platform networks and troubleshooting system issues, I am excited about providing IT support. I am proficient in Windows system administration, network troubleshooting, implementation of STIGs. My recent accomplishments include successful system accreditation and service excellence award.

### EXPERIENCE

#### IT Support Specialist

##### Comcast Corporation

📅 2017 - Present   📍 Philadelphia, PA

Provided full-life cycle IT support, including troubleshooting and resolving issues within multi-platform networks.

- Consistently resolved 90% of service tickets within defined SLAs, enhancing user productivity.
- Upgraded 400+ user systems to Windows 10, resulting in improved efficiency and security.
- Developed and maintained IT procedures, streamlining processes and improving user experience.

#### System Administrator

##### Lockheed Martin

📅 2014 - 2017   📍 King of Prussia, PA

Managed and maintained servers, networks, and infrastructures ensuring high levels of system availability.

- Managed 70+ Active Directory accounts, ensuring data security and user access control.
- Implemented patches and system upgrades on a biweekly basis to ensure system up-to-date, reducing downtime by 30%.
- Coordinated with the corporate IT Help Desk to process over 5000+ tickets.

#### Systems Engineer

##### CompuCom

📅 2011 - 2014   📍 Philadelphia, PA

Provided technical expertise for enterprise system hardware and software issues.

- Totaled three years of professional experience in LAN/WAN environment.
- Applied STIGs to 100+ system devices per Department of Defense guidelines.
- Successfully achieved IAT Level II Certification.

### EDUCATION

#### Bachelor's Degree in Computer Science

##### Temple University

📅 2006 - 2010   📍 Philadelphia, PA

#### Master's Degree in Information Technology

##### Pennsylvania State University

📅 2011 - 2013   📍 University Park, PA

### STRENGTHS



#### Problem Solving

Used advanced diagnostic techniques to solve complex hardware and software issues, including a major network disruption that impacted multiple departments.



#### Communication

Strong communicator, liaising between IT and corporate leadership to translate complex technical language into layman's terms, aiding decision-making processes.



#### Multi-tasking

Managed various IT related issues concurrently, ensuring smooth operation and minimizing downtime in fast-paced environments.

### SKILLS

Windows system administration

LAN/WAN environment

Active Directory

Microsoft Office Suite

Soft boards

STIGs and RMF

Telecommunications

Remedy ITSM

Linux

Network troubleshooting

IAVs

### CERTIFICATION

#### CompTIA Security+CE

Completed intensive certification course through CompTIA to advance knowledge and skills in security field.

#### Microsoft Certified: Windows Server 2016

Acquired practical experience and knowledge in managing Windows Server 2016 through Microsoft Learning.

## LANGUAGES

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**English**  
Native



## PASSIONS

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### **Keep up with tech trends**

Continuous learning to remain at the forefront of new technologies and strategies in the field of System Administration.



### **Photography**

Passionate about photography, both as a creative outlet and to document my travels and experiences.