

Sarah Marie Mitchell

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EDUCATION

University of Texas at Austin, Austin, TX <i>Bachelor's of Science – Computer Science</i> Minor: Business Administration Related Coursework: Network Systems Administration, Database Management Systems, Cloud Computing Architecture, Cybersecurity Fundamentals, Operating Systems, IT Project Management, Systems Analysis & Design	May 2023 GPA: 3.72
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EXPERIENCE

IT Systems Administrator Health First Medical Group, Houston, TX	June 2023 – Present
<ul style="list-style-type: none">Deployed security patches and updates across network infrastructure, ensuring compliance with HIPAA requirementsImplemented Azure-based backup and disaster recovery solution, reducing recovery time objectives by 60%Led help desk team of 3 technicians, providing technical guidance and mentorship while maintaining 95% first-call resolution rateManaged daily IT operations for 200+ user environment including Windows Server 2019/2022, Active Directory, and Microsoft 365 administrationCoordinated with vendors for hardware procurement and software licensing, managing annual IT budget of \$250KParticipated in IT project planning for electronic health record system upgrade affecting 15 clinic locations <p><u>Created comprehensive IT documentation including network diagrams, standard operating procedures, and troubleshooting guides</u></p>	
IT Support Data Tech Solutions, Austin, TX	May 2022 – May 2023
<ul style="list-style-type: none">Administered Windows 10/11 endpoints, performed software installations, and resolved hardware/software issuesConfigured and maintained network equipment, including switches, routers, and firewalls (Cisco, Fortinet)Monitored system performance using SolarWinds and responded to alerts to prevent service disruptionsConducted end-user training sessions on cybersecurity best practices and new software applications <p><u>Provided tier 2 technical support for 150+ end users using the ServiceNow ticketing system, maintaining 98% customer satisfaction rating</u></p>	
IT Intern – Infrastructure Team University of Texas IT Department, Austin, TX	January 2022 – May 2022
<ul style="list-style-type: none">Assisted in migration of on-premises file servers to Microsoft SharePoint Online and OneDriveDocumented IT asset inventory using inventory management software, tracking 500+ devicesAssisted with server maintenance, backup verification, and system updates in a VMware virtual environmentShadowed senior administrators on network troubleshooting and security incident response <p><u>Supported campus IT infrastructure serving 50,000+ students and 3,000 faculty members</u></p>	

ACTIVITIES

Volunteer with CompTIA A+ Certification Group Facilitator and participated in IT Networking Events and Conferences

TECHNICAL SKILLS

Operating Systems, Cloud Platforms: Microsoft 365 Admin, Service Now, PowerShell Scripting, and vendor management

CERTIFICATIONS

CompTIA Network+, CompTIA Security+, ITIL 4 Foundation, and Microsoft Certified: Azure Fundamentals (AZ_900)