

# Sarah Marie Mitchell

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## EDUCATION

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**University of Texas at Austin, Austin, TX**

*Bachelor's of Science – Computer Science*

**May 2023**

*GPA: 3.72*

**Minor:** Business Administration

**Related Coursework:** Network Systems Administration, Database Management Systems, Cloud Computing Architecture, Cybersecurity Fundamentals, Operating Systems, IT Project Management, Systems Analysis & Design

## EXPERIENCE

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**IT Systems Administrator**

June 2023 – Present

Health First Medical Group, Houston, TX

- Deployed security patches and updates across network infrastructure, ensuring compliance with HIPAA requirements
- Implemented 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 rate
- Managed daily IT operations for 200+ user environment including Windows Server 2019/2022, Active Directory, and Microsoft 365 administration
- Coordinated with vendors for hardware procurement and software licensing, managing annual IT budget of \$250K
- Participated in IT project planning for electronic health record system upgrade affecting 15 clinic locations

**Created comprehensive IT documentation including network diagrams, standard operating procedures, and troubleshooting guides**

**IT Support**

May 2022 – May 2023

*Data Tech Solutions, Austin, TX*

- Administered Windows 10/11 endpoints, performed software installations, and resolved hardware/software issues
- Configured and maintained network equipment, including switches, routers, and firewalls (Cisco, Fortinet)
- Monitored system performance using SolarWinds and responded to alerts to prevent service disruptions
- Conducted end-user training sessions on cybersecurity best practices and new software applications

**Provided tier 2 technical support for 150+ end users using the ServiceNow ticketing system, maintaining 98% customer satisfaction rating**

**IT Intern – Infrastructure Team**

January 2022 – May 2022

University of Texas IT Department, Austin, TX

- Assisted in migration of on-premises file servers to Microsoft SharePoint Online and OneDrive
- Documented IT asset inventory using inventory management software, tracking 500+ devices
- Assisted with server maintenance, backup verification, and system updates in a VMware virtual environment
- Shadowed senior administrators on network troubleshooting and security incident response

**Supported campus IT infrastructure serving 50,000+ students and 3,000 faculty members**

## ACTIVITIES

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

## TECHNICAL SKILLS

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

## CERTIFICATIONS

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CompTIA Network+, CompTIA Security+, ITIL 4 Foundation, and Microsoft Certified: Azure Fundamentals (AZ\_900)