REBECCA BROWN

AWS Certified SysOps Administrator

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in LinkedIn

WORK EXPERIENCE

System Administrator

F5 Networks

📅 2020 - current   📍 Seattle, WA

- Collaborated with the development team to optimize Java-based applications for better performance, resulting in a 21-minute increase in application response times.
- Administered a large-scale MySQL database, optimizing queries and indexes, leading to 16 minutes' reduction in query execution time.
- Implemented React.js for user interface enhancements, improving the overall user experience and reducing user complaints by 18%.
- Conducted security audits and vulnerability assessments, resulting in a **33% reduction in security breaches** and unauthorized access incidents.

Help Desk Technician

Tableau Software

📅 2017 - 2020   📍 Seattle, WA

- Achieved a 98% first-call resolution rate, reducing the need for escalated support and enhancing user satisfaction.
- Appplied Git for version control, leading to a 22% improvement in code collaboration and tracking.
- Assisted in the migration of on-premises servers to AWS cloud infrastructure, resulting in a **$5,228 cost reduction**.
- Worked with the development team to analyze and optimize algorithms using Big O notation, significantly improving application performance.

Junior IT Support Representative

Nordstrom

📅 2014 - 2017   📍 Seattle, WA

- Used JIRA for issue tracking, resulting in faster response times and a higher first call resolution rate.
- Introduced Docker containers to isolate and deploy critical applications, minimizing system downtime during updates.
- Utilized Agile feedback loops to continuously improve the IT support process based on customer input.
- Supported team members to create and update knowledge base articles, **reducing the volume of repetitive support requests by 11%**.

CAREER OBJECTIVE

To secure the AWS Certified SysOps administrator position at Amazon, leveraging my deep expertise in cloud infrastructure management, AWS services, and operational best practices.

EDUCATION

Bachelor of Science
Computer Science

University of Washington

📅 2010 - 2014

📍 Seattle, WA

SKILLS

- Java
- React.js
- MySQL
- Git
- AWS
- Big O notation
- Agile
- Docker