| Samara Mittal  IT Automation Engineer | San Francisco, CA 94110  **(555) 555-5555**  **smittal@example.com** |
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| EXPERIENCEXYZ Corporation, San Jose, CA — *IT Support Specialist*OCTOBER 2020 - PRESENT Responded to help desk tickets and assisted employees with resolving technical issues. Installed, maintained, and repaired computer systems for a 500-employee company. Used troubleshooting and critical thinking skills to determine the root causes of problems. Designed and implemented plans to prevent technical problems through proactive maintenance, effectively reducing tech support tickets by 40% per week. A Media Company, LA, CA — *Administrative Assistant*JUNE 2018 - August 2020 Responsible for managing multiple executive schedules and organizings meetings with clients. Developed spreadsheet templates to produce presentation-ready graphics from raw data. Communicated effectively with clients through emails, video conferencing, and in person. Adhered to stringent privacy rules and professional discretion with sensitive company and client data. EDUCATIONCoursera — *Google Professional Certificate*NOVEMBER 2022 - February 2023 Used Python and Bash to create automation scripts. Learned the core principles of Object-Oriented Programming (OOP). Utilized Git and GitHub to share and collaborate on coding projects. Gained cloud computing skills through the Google Cloud platform. Explored Puppet configuration management. Developed advanced troubleshooting and debugging skills. LA Community College, Los Angeles, CA — *Associate of Business Administration*AUGUST 2016 - MAY 2018 Studied business, accounting, professional writing, marketing, communication, HR management, economics, and computer skills. | SKILLS  * Python Coding * Object-Oriented Programming (OOP) * Automation scripting * Advanced troubleshooting and debugging * Git and GitHub * Cloud computing * Puppet configuration management * Bash Scripting  AWARDS **Multiple Employee of the Month awards**  **2022 LA Hackathon,  2nd Place** LANGUAGES English, Hindi PROJECTSJob Skills Training  — *A Media Company* Created a successful training program for new Junior Administrative Assistants to build their skills with Google Workspace and MS Office. |