

IT Systems Administrator IT Systems Administrator IT Systems Administrator - Simple Satellites, Inc  
Adaptable, inquisitive and energetic professional with experience in management, technology, sales and customer service. Aspiring to utilize my coding, data-harvesting and system management skills, acquired at the University of Illinois, to build the pillars that lead to a long-term career in Information Technology. Work Experience IT Systems Administrator Simple Satellites, Inc - Chicago, IL May 2019 to Present Part-time) Planned, implemented, and maintained a Windows domain-based infrastructure Developed software used by employees to complete day to day tasks, reducing the time for completion from over 1 hour to under 10 minutes. Created and performed database installations, upgrades and configurations. Operations Manager Satellites Enterprise, Inc - Chicago, IL June 2011 to April 2019 Conducted 20+ on-site inspections of technician service installations each month Trained and managed a team of 5 sales and customer service representatives, evaluating and coaching to improve team and individual performance Carried out tech demonstrations of product and services and answered potential customer questions Sales Representative (Part-time) Reached out to 30 potential customers each week through the phone and in-person to educate them on available products and services Reviewed and analyzed recent and existing customer payment bills to ensure clients were billed correctly, resulting in higher customer retention Processed 20+ client service applications and scheduled weekly installation appointments, resulting in a promotion Technician/Installer (Part-time) Installed cutting edge technology which induced place mount, satellite dishes, receivers and broadband connectivity Educated customers on basic use of service and equipment, resulting in less cancellations of service Maintained 24/7 availability for customer questions and troubleshooting, increasing the number of customer referrals LEADERSHIP: Treasurer Phi Iota Alpha Fraternity, Inc - Champaign, IL November 2014 to May 2016 Ensured accurate and complete financial reports for organizations events and operations, resulting in 100% completion of recruitment and fundraising goals each semester Collected and recorded fees and dues from 10 + active members during each school year Requested additional funding from the Board of Trustees for chapter recruitment and events Philanthropy Chair Planned and oversaw events to raise funds for the United Nations Children's

Fund (UNICEF) that led to a donation of \$1,000+ each year    Launched workshops that promoted academic and professional excellence on campus, resulting in an increase of potential member interest and a 40% increase in active members Education Bachelor of Science in Business Process Management & Information Systems in Information Technology University of Illinois at Urbana-Champaign - Urbana-Champaign, IL May 2016 Skills SQL, CODING, HTML, JAVASCRIPT, PYTHON, VBA, VISIO, VISUAL BASIC, EXCEL, MICROSOFT EXCEL, OUTLOOK, WORD Additional Information RELEVANT SKILLS:            Intermediate knowledge of Structured Query Language (SQL), Visual Basic Application (VBA) and Python coding languages            Working knowledge of Hypertext Markup Language (HTML) and JavaScript coding languages            Proficient in Microsoft Excel, OneNote, Outlook, Power Point, Visio and Word            Advanced reading, writing, comprehension, and speaking skills in the Spanish Language

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