IT System Analyst IT System Analyst Web developer San Antonio, TX HTML5, CSS3 SASS, Bootstrap, JavaScript/ES6, ReactJS / Redux, Git, GitHub, Agile, Wireframe / Mockup, Mobile thinking first, Responsive Design Authorized to work in the US for any employer Work Experience IT System Analyst USAA - San Antonio, TX August 2017 to August 2019    Worked on deploying windows 10 and troubleshooting office 365, exchange server, virtual machines, citrix, active directory, and productivity tools escalated from service desk to client computing.    Working with tools such as CMU, Skynet, Chimera, Director for upgrading, installation of software and resolving incident tickets using ServiceNow (SNOW) system.    Assisting the rollout team to make sure success deployment across 120K machines and communicating effectively with end users to resolve their issues. Software Developer Behood - Kabul, AF February 2016 to January 2017 Designed and developed website layout / user interface that was cross-browser compatible and responsive for all type of devices by using HTML/CSS, SASS, bootstrap and JavaScript. Determined project s specifications, scope and transformed the information into functional and scalable code to deliver a high level of reliability and speed to the end user. System Administrator British Embassy - Kabul, AF September 2009 to January 2016    Provided IT support to senior diplomatic staff of the Embassy and 500+ end users with installation, configuration and troubleshooting of desktops, laptops and their mobile devices    Managed and written PowerShell scripts for automation of policies, active directory, exchange server and domain controllers. Worked on backup service, disaster recovery, active directory, SharePoint site, file server, drive management and group policy.    Worked with corporate services on managing, forecasting, and controlling IT budget based on prioritization of IT needs on each financial year.   Freelance web Developer Freelance - Kabul, AF August 2013 to June 2015    Built the websites from scratch, with mobile responsiveness for individuals and companies using HTML/CSS, JavaScript. Desktop Support Technician American University of Afghanistan (AUAF) - Kabul, AF January 2009 to September 2009    Assisted with the installation and configuration of IT equipment and provided IT support for the staff, faculty and students.    Provided IT help desk service (troubleshooting of desktops and laptops computers).    Identified user needs and worked on resolving IT reported

problems. Interpreter and Translator US Army, Camp Morehead - Kabul, AF April 2007 to December 2008   Translated documents, provided interpretation service for US advisers, officials of Ministry of Defense and mentors during Special Forces training program. Education Bachelor's in Computer Science Kardan University - Kabul, AF March 2010 to March 2014 Skills Front End, Javascript, Jquery, HTML5, Wordpress, Angular, HTML, Security, Active Directory Links https://www.ishaq.io Certifications/Licenses CompTIA A+ July 2019 to July 2022 Microsoft Certified Professional (MCP) October 2010 to Present Network+ July 2019 to July 2022

Name: Robert Hansen

Email: colton11@example.org

Phone: +1-341-471-5501x1857