System Administrator System Administrator Colorado Springs, CO Repeated success directing IT projects from inception to execution, strategically allocating resources and delegating tasks to achieve on-time, on-budget delivery. Expertly managed technical support operations diligently troubleshooting issues to identifying root causes and preventing recurrence. Authorized to work in the US for any employer Work Experience System Administrator Navakai - Colorado Springs, CO August 2018 to Present Technical Competence - Directly supported over 1,000 end users in over 40 different network and systems environments providing remote support and vendor management Process Oversight/Change Management - Developed detailed plan to systematically evaluate client environments and address and resolve shortfalls in internal documentation identifying target areas of improvement based on priority with specific tasks, timelines, and process Process Oversight/Emergency Management Developed procedural documentation and conducted emergency evacuation training and drills for over 20 employees including CPR certification for all employees Team Building - Developed challenges and programs to promote wellness, fitness, and health for the company earning recognition as healthiest company and healthiest CEO by Colorado Springs Business Journal Technical Analyst Oracle - Colorado Springs, CO May 2018 to August 2018 Technical Competence/Process Oversight - Provided post-sales support and solutions to the Oracle customer base, troubleshooting coding issues in various languages and Customer Relationship Management integration software, debugging web services, as well as serving as an advocate for customer needs Process Oversight/Change Management - Created, modified, and reviewed knowledge content to include consultative articles, improving service request resolution time and decreasing number of service requests submitted by providing best practices, content management, lessons learned for current and future Oracle engineers and customers Network Operations Officer United States Marine Corps July 2017 to January 2018 July 2017 - January 2018 Network Operations Officer Technical Competence/Process Oversight/Change Management - Coordinated with multiple organizations and end users to facilitate the upgrade of over 2,000 of out-of-warranty end of life assets, resulting in increased user uptime and productivity Process Oversight/Change Management - Led the restructure of the Network Operations section including

establishing a real- time network monitoring area for Tier II administrators in order to immediately identify any outages resulting in minimizing affects and interruptions to end users   Resource Management - Accounted for, maintained, distributed and employed over 1,000 assets, enabling communication for key leaders while on planning conferences and in support of exercises throughout the Pacific 9th Engineer Support Battalion, Okinawa, Japan United States Marine Corps April 2015 to June 2017 Communications Officer, Information Assurance Officer, Information Management Officer, Cyber Security Officer   Operational Excellence/Strategic Vision - Advised senior-level management on all communications and IT requirements,   supporting over 45 multinational military operations with strategic implications   Technical Competence/Process Oversight/Change Management - Led the migration from SharePoint 2007 to SharePoint 2013 on an expedited timeline, employing Six Sigma principles and Continuous Process Improvement to develop and establish over 40 sites; all while developing and delivering training for users and basic administrators.   Human Resources Management/Team Building - Mentored over 100 personnel in personal and professional development   Resource Management - Accounted for, maintained, distributed and employed of over 600 communication and IT assets valued at over six million dollars resulting in uninterrupted and scalable IT support based on project requirements IT Intern - Petrotechnical Services Marathon Oil - Houston, TX May 2012 to August 2012   Developed a workflow monitoring analysis program, automating tasks to provide metrics on responsiveness and areas of failure for common software used by customers that proactively identified and resolved issues before business operations were affected   Created administrator documentation and license policies for SecureFiles data exchange, enabling increased availability of services for required users while saving thousands of dollars in additional licenses   Analyzed data from user experiences with hardware and software support and built plan to better support clients' needs   Created monthly Remedy metric reports to assess efficiencies and bottlenecks of the department, enabling more accurate ticket routing and assignment resulting in improved resolution time Education Texas A&M University - College Station, TX May 2013 B.B.A. in Management Information Systems Mays School of Business Skills Process Oversight (8 years), Change Management (8 years), Resource

Management (5 years), Personnel Management (8 years), Team Building (10+ years), Microsoft Office (10+ years), Network Administration (4 years), Technical Support (7 years), Operation, SOP, System Administrator, System Admin, Active Directory Military Service Branch: Marine Corps Service Country: United States Rank: First Lieutenant October 2013 to January 2018 Commendations: Navy Commendation Medal, National Defense Service Medal, Global War on Terror Medal, Korea Defense Service Medal, Navy/Marine Corps Overseas Service Ribbon Certifications/Licenses CompTIA A+ March 2017 to August 2021 CompTIA Network+ May 2017 to August 2021 CompTIA Security+ August 2015 to August 2021 Microsoft Technology Associate July 2017 to Present Networking Fundamentals 98-366 Microsoft Certified Professional (MCP) October 2018 to Present Windows 10: 70-698

Name: Julie Mills

Email: ovazquez@example.com

Phone: +1-544-873-8308x8140