

# Samara Mittal

IT Automation Engineer

San Francisco, CA 94110

(555) 555-5555

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## EXPERIENCE

### XYZ 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 organizing 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.

## EDUCATION

### Coursera — 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

## PROJECTS

### Job 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.