

Professional Summary

Results-driven IT Consultant with 12+ years of experience in driving business growth, leading high-performing teams, and delivering innovative solutions in the information technology and services industry. Proven track record of success in network administration, customer service, and business development.

Professional Experience

Senior IT Consultant (CO12)

Inazuma.co | January 2018 - Present

IT Consultant (CO9)

TechForge Inc. | June 2015 - December 2017

Key Achievements:

- Improved network uptime by 30% through proactive maintenance and upgrades.
- Developed and implemented a customer service training program, resulting in a 25% increase in customer satisfaction.

Responsibilities:

- Managed a team of junior IT consultants, providing guidance and mentorship.
- Collaborated with cross-functional teams to deliver IT projects on time and within budget.

Network Administrator

CyberCorp Ltd. | March 2012 - May 2015

Key Achievements:

- Successfully migrated the company's network infrastructure to a cloud-based platform, reducing costs by 20%.
- Implemented a robust cybersecurity framework, resulting in a 90% reduction in security breaches.

Responsibilities:

- Administered and maintained the company's network infrastructure, ensuring high availability and performance.
- Provided technical support to employees, resolving IT-related issues in a timely manner.

IT Support Specialist

StartUpHub | January 2010 - February 2012

Key Achievements:

- Developed and delivered IT training sessions for new employees, improving onboarding efficiency by 40%.
- Assisted in the deployment of a new CRM system, resulting in a 15% increase in sales productivity.

Responsibilities:

- Provided technical support for hardware, software, and network issues.
- Collaborated with the development team to test and deploy new software features.

Education

Bachelor of Science in Computer Science

Stanford University | June 2009

Technical Skills

Productivity Software:

- Microsoft Office (Excel, Word, PowerPoint, Outlook)

Leadership and Management:

- Team Management
- Leadership Development
- Strategic Planning

IT and Networking:

- Network Administration (TCP/IP, DNS, DHCP)
- Cloud Computing (AWS, Azure)
- Cybersecurity (Firewalls, Antivirus, Encryption)