ROBERT CHEN

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EDUCATION

Bachelor of Science (B.S.) Information Technology

Drexel University, Philadelphia, PA
September 2007 - May 2011

KEY SKILLS

- Technical Project Management
- Microsoft Azure
- Cross-Functional Leadership
- Agile Methodology
- Process Improvement

CERTIFICATIONS

- Project Management Professional (PMP), 2017
- Certified Project Management Associate (CAPM), 2015
- CompTIA A+, 2011

A Senior System Administrator with 10+ years of professional experience, specializing in Azure, Agile methodology, technical project management, and IT services. A strong background in building and leading high-performance technical teams to execute IT initiatives and technology transformations for enterprise clients.

PROFESSIONAL EXPERIENCE

Senior System Administrator

Pennsylvania Tech Solutions Inc, Philadelphia, PA | May 2016- Present

- Lead the implementation, design, and deployment of cloud solutions for medium-sized business and enterprise customer accounts generating $500K-$3M in annual revenue
- Manage a cross-functional team of system administrators, network engineers, and technical personnel to execute 30+ technical projects
- Oversee project budgets valued at up to $2M and coordinate with vendors to secure network equipment, software, and hardware
- Spearhead initiatives to enhance project delivery cycles by integrating a hybrid Agile-Waterfall approach to reduce delays and roadblocks

System Administrator

North Philadelphia Medical Center, Philadelphia, PA | May 2011 - May 2016

- Delivered technical support to 150+ end users for a high-volume hospital, which included installing printers, desktops, laptops, and mobile devices
- Monitored system performance with the IT team and maintained a 99.99% server uptime
- Resolved 10-15 tier III trouble tickets for users related to hardware and software issues and achieved recognition for resolution times