

AARON JONES

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A System Administrator with five years of professional experience specializing in AWS, cloud technology, SQL, and Windows Server. A proven track record of supporting large-scale system migrations and driving automation to reduce IT infrastructure costs, Adept at identifying innovative solutions to enhance organizational effectiveness.

EDUCATION

BACHELOR OF SCIENCE (B.S.) INFORMATION TECHNOLOGY

Seattle University, Seattle, WA
September 2012 - May 2016

KEY SKILLS

- ◆ Database Administration
- ◆ Cloud Technology
- ◆ System Migration
- ◆ Project Management
- ◆ IT Infrastructure

CERTIFICATIONS

- ◆ Certified Associate Project Manager (CAPM), 2019
- CompTIA A+, 2016

PROFESSIONAL EXPERIENCE

SYSTEM ADMINISTRATOR

Seattle IT Professionals, Seattle, WA
May 2018 - Present

- Support large system migrations for customer accounts valued at up to \$300K, including the transition from outdated legacy systems to cloud technology
- Coordinate with cross-functional teams to execute technical projects, including the migration of up to 300+ devices and users
- Provide end-user support, troubleshoot Tier 3 and Tier 2 issues, document resolutions, and deliver training to over 100+ end users on new systems, software, and devices
- Collaborate with the IT team and technical project manager to develop roadmaps, identify solutions to roadblocks, and mitigate impact to server uptime for customers

SYSTEM ADMINISTRATOR

West Coast Insurance Inc., Seattle, WA
May 2016 — May 2018

- Delivered IT support to 40+ users for a leading insurance company, which included performing database administration and monitoring system performance
- Carried out troubleshooting processes and diagnosed issues related to hardware, software, and networks, which included maintaining a knowledge base of solutions to improve resolution times for recurring problems by over 30%