First Last

Junior System Administrator

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WORK EXPERIENCE

Resume Worded, New York, NY   09/2015 – Present
Augmented reality startup with 50+ employees and $100m+ annual revenue
Junior System Administrator

- Provided end-user training on the system's best methods, decreasing user-related issues and increased user efficiency by 74%.
- Executed network monitoring and alerting solutions, lessening response time to network issues by 50% and enhancing network performance.
- Participated in planning and implementing server migration tasks, successfully sharing 20+ virtual machines to a new data center with zero unplanned downtime.
- Conducted frequent susceptibility checks and penetration tests, managing identified vulnerabilities and improving the system security posture by 22% YoY.

Polyhire, London, United Kingdom   10/2012 – 08/2015
Provides quality assurance and control testing for global markets
Software Tester

- Developed a comprehensive test plan and strategy for 20+ complex software projects, leading to a 30% reduction in post-release defects.
- Collaborated with development teams to reduce the average bug resolution time by 45 minutes, leading to faster bug-fixing cycles and improved software delivery timelines.
- Implemented a performance testing strategy, identifying and resolving bottlenecks that led to a 50% improvement in application response time.

Growthsi, London, United Kingdom   07/2010 – 09/2012
Career training and membership SaaS with 150,000 paying users
IT Support Specialist

- Provided first-tier technical support to 70+ end-users, maintaining an average customer satisfaction rating of 95% based on post-support feedback surveys.
- Resolved 320+ hardware and software issues, achieving a 44% first-call resolution rate and reducing the average ticket resolution time of 94 seconds.
- Assisted in implementing 20+ new help desk ticketing systems that increased ticketing accuracy and streamlined incident tracking.

Help Desk Technician, ABC Company, London, United Kingdom   11/2008 – 12/2009
IT Assistant, XYZ Company, London, United Kingdom   07/2005 – 10/2008

EDUCATION

Resume Worded University, New York, NY   06/2005
Associate of Applied Science — Computer Programming

SKILLS

Hard Skills: Network Administration (Advanced), Scripting (Experienced), Virtualization, Troubleshooting, Monitoring
Techniques: Access Control, Encryption, Performance Optimization, Database Management, Security Patch