First Last

System Administrator

WORK EXPERIENCE

Resume Worded, London, United Kingdom
Education technology startup with 50+ employees and $100m+ annual revenue

System Administrator   08/2021 – Present

- Patched firmware on 40+ devices company-wide, which helped increase security by 91%.
- Collaborated with 10+ staff members to reduce the budget from $2.1M annually to $500K by standardizing technical documentation in storage area network management.
- Improved end-user experience for billing information management using IVR systems, reducing 90% of human mistakes.
- Streamlined the data retrieval by applications, which reduced 43% of network traffic and boosted throughput by 33%.

Polyhire, London, United Kingdom
NYSE-listed recruitment and employer branding company

Technology Architect   10/2019 – 07/2021

- Provided cutting-edge technology to monitor the physical security of 40+ branch offices using wireless communication of automated sensors.
- Designed an enterprise fault-tolerant distributed multimedia database with 4200+ simultaneous users accessing at peak periods.
- Fixed flaws in software and achieved a 90% defect-free level in code without affecting the system architecture and with minimal manual testing.
- Developed an access control system for 20K users, providing security authentication for 10+ touchpoints with the network of Polyhire.

Growthsi, London, United Kingdom & Barcelona, Spain
Career training and membership SaaS with 150,000 users

IT Support Engineer   11/2018 – 09/2019

- Increased customer satisfaction to 4.5 of a 5-star rating by reducing average ticket time and overhauling the help desk.
- Repaired equipment in the IT department and upgraded the hardware and software for 29 other units company-wide.
- Installed Windows 11 on 30+ computers, which helped improve employee performance by 67% YoY.
- Reduced resolution time from 24 hours to ~20 minutes by designing software to fix customer complaints based on user error reports.

PREVIOUS EXPERIENCE

Digital Account Executive, ABC Company, London, UK	06/2017 – 10/2018
System Admin, XYZ Company, New York, USA	01/2016 – 05/2017
Vmware Administrator (Internship), ABC, New York, USA	07/2014 – 12/2015

CONTACT

- Chester, United Kingdom
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SKILLS

Hard Skills:
- Troubleshooting
- Networking
- Technical Support
- Cloud Computing
- Programming
- Automation and Scripting

Techniques:
- System Administration
- Virtualization
- Group Policy

Tools and Software:
- Juniper
- Fortinet
- Checkpoint
- Palo Alto

Languages:
- English (Native)
- Romanian (Native)
- Spanish (Conversational)

EDUCATION

University of New York
Associate of Science
Information Technology
New York City, New York
10/2011 - 06/2014

OTHER

- Microsoft Certified Solutions Expert (MCSE)
- VMware Certified Professional (VCP)