

FIRST LAST

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PROFESSIONAL EXPERIENCE

Resume Worded, New York, NY

Jun 2018 – Present

IT System Administrator

- Developed software to complete daily tasks, reducing the time for completion from 1+ hr to 10- minutes.
- Created an effective and productive online documentation platform to help employees resolve daily issues.
- Served as the Tier-2 point of contact for researching, diagnosing, documenting, and resolving various issues.
- Configured, installed, and maintained hardware and software equipment, including routers, switches, and network appliances, while upgrading 300 workstations' operating systems at 5 locations to maintain efficiency.
- Collaborated with 20+ vendors to manage licensing/maintenance agreements and resolve IT-related issues.
- Trained over 400 employees on using Google Apps, imparting necessary knowledge, skills, and expertise.

Growthsi, New York, NY

Jan 2012 – May 2018

IT System Administrator & Project Manager (February 2015 – May 2018)

- Served as a project manager conducting system analysis, planning, implementation, and quality assurance in over 5 critical projects such as Office Automation, Business Report Form, and Video Conference system.
- Expertly performed staff training while supervising the work performance of IT specialists and conducting performance evaluations for a 5-person team, ensuring the standards/quality of human resources/services.
- Executed strategic IT system procurement and supplier evaluation to maintain the continuity of operations.
- Coordinated and arranged the relationship among 3 development teams, 5 other functional departments, and outside IT product suppliers to ensure project progress, cross-functional cooperation and outsourcing results.

Junior IT System Administrator (January 2012 – February 2015)

- Reduced the company's operating budget by 10% through strategic and innovative contract renegotiations.
- Successfully supported 50+ users and call centers, delivering quality service for better company solutions.
- Heightened efforts to increase HIPPA compliance, resulting in 19% compliance results among services.
- Strategically implemented software that managed all sales leads and clients, reducing operations time by 24%.

Resume Worded, San Francisco, CA

June 2008 – Dec 2012

Network Engineer

- Supported and built the front-end and back-end server systems using Windows Server & VMWare Client.
- Designed Relational Database Diagram to make a Password Management System for MS SharePoint.
- Participated in Microsoft SharePoint 2007 by updating and organizing documentation to ease processes.
- Interviewed 20 System Analysts, Database Administrator, BI, and IT staff to learn their daily tasks/activities.

EDUCATION

Resume Worded University, San Francisco, CA

May 2014

Master of Computer Science and Networking

Resume Worded University, San Francisco, CA

May 2008

Bachelor of Science in Computer Networking

SKILLS

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|-------------------------|----------------------|---------------------|---------------------|
| • System Administration | • Problem Resolution | • Microsoft ASP.NET | • Windows Server |
| • Python | • Troubleshooting | • Google Apps | • JavaScript Object |
| • Systems Analysis | • Network Monitoring | • MS SharePoint | • Notation JSON |
| • Project Management | • Operating Systems | • Node.js | • Bash Scripting |