FIRST LAST

Bay Area, California · +1-234-456-789 · professionalemail@resumeworded.com · linkedin.com/in/username

System Administrator with five years of experience conducting system repairs and troubleshooting. Expertise in deploying and maintaining operating systems in addition to providing technical solutions through high-quality service.

PROFESSIONAL EXPERIENCE

Resume Worded, New York, NY   2020 – Present
System Administrator

- Planned all system design, saving $200,000 a year in lost time and materials through hardware location and system monitoring.
- Spearheaded end-user upgrade for 100+ PCs to Microsoft Windows 10.
- Developed software used by 150 employees to complete daily tasks, reducing the time for completion from over 2 hours to under 30 minutes.
- Created online documentation to help employees, which reduced daily issues by 10%.
- Managed and developed 15 new employees assigned to shift; responsible for goal setting, training, career planning, and on-the-job development.

Growthsi, San Diego, CA   2016 – 2020
Information Technology (IT) System Administrator

- Promoted within 18 months due to strong performance and organizational impact (one year ahead of schedule)
- Set up in-house computer system for warehouse; completed work 10% under budget and 2 weeks before the due date.
- Designed and implemented a shipping system that supported over 40,000 shipments per day.
- Created a user training hub that cut trouble tickets by 20%.
- Maintained 50+ Windows computers, including configuring and monitoring.

Rofocus, New York, NY   2012 – 2016
System Administration Specialist

- Diagnosed and solved 50+ LIS issues within complex, customized client LIS setups by investigating and using problem-solving skills.
- Performed 45 hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring applications.
- Worked with 5 vendors to cut equipment costs by 15%.
- Assisted in writing scripts to automate scheduled system patching; saved 5 hours per week.
- **Tip to jobseeker:** Bullet points should be in format [Action Verb] [Accomplishment] [Metric]; e.g. Developed x that led to y% improvement

EDUCATION

Resume Worded University, San Francisco, CA   2012
Bachelor of Information Technology

- Awards: Resume Worded Teaching Fellow (only 5 awarded to class), Dean's List 2012 (Top 10%)
- Completed one-year study abroad with Singapore University

SKILLS & OTHER

Skills: Windows Server, Networking, Operating Systems, Linux, Technical Support, Amazon Web Services (AWS), Firewalls, Python / Bash Scripting
Volunteering: Volunteer 20 hours/month at the ABC foundation, leading technology projects