Zachary Fisher

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Objective:

Highly skilled IT Systems Administrator with 5+ years of experience in managing, maintaining, and troubleshooting complex IT infrastructures. Looking to leverage my expertise in ensuring seamless operation of systems and networks, while implementing security measures to protect valuable data and information.

Education:

Bachelor of Science in Information Technology

XYZ University, City, State

Graduated: May 20XX

Certifications:

- CompTIA A+

- Microsoft Certified: Azure Administrator Associate

Skills:

- **Network administration and troubleshooting**

- **System monitoring and optimization**

- **Active Directory management**

- **Virtualization technologies (VMware, Hyper-V)**

- **Infrastructure design and implementation**

- **IT security and vulnerability assessment**

- **Backup and disaster recovery planning**

- **Hardware and software installation and configuration**

- **Scripting and automation (PowerShell, Python)**

- **Excellent problem-solving and analytical skills**

Professional Experience:

IT Systems Administrator

ABC Company, City, State

January 20XX - Present

- **Manage and administer the company's network infrastructure, including LAN, WAN, switches, routers, firewalls, and VPNs.**

- **Perform regular maintenance, updates, and patches to ensure optimal performance and security of systems.**

- Monitor system performance using tools like SolarWinds to identify and resolve any issues in a timely manner.

- Implement and manage Active Directory services, including user accounts, group policies, and security permissions.

- Plan and execute backup strategies, including regular data backups and testing of restore processes.

- Conduct vulnerability assessments and implement security measures to protect against cyber threats and unauthorized access.

- Collaborate with cross-functional teams to design and implement infrastructure upgrades and new technologies.

- Provide technical support to end-users, troubleshooting hardware, software, and network connectivity issues.

- Document system configurations, troubleshooting steps, and standard operating procedures.

IT Support Specialist

DEF Company, City, State

June 20XX - December 20XX

- Assisted the IT team in deploying new hardware, software, and network infrastructure.

- Conducted system upgrades and updates on workstations and servers to ensure compatibility and performance.

- Managed user accounts, email accounts, and password resets in Active Directory.

- Diagnosed and resolved technical issues reported by end-users through a ticketing system.

- Provided hardware and software support, performing installations, configurations, and

troubleshooting.

- Assisted in managing backup systems and ensuring regular data backups.

Internship:

IT Technician Intern

GHI Company, City, State

May 20XX - August 20XX

- Assisted senior technicians in troubleshooting hardware, software, and network problems.

- Conducted routine maintenance tasks, including hardware upgrades and software

installations.

- Assisted in managing IT inventory and tracking IT assets.

- Performed basic user support, assisting in resolving technical issues.

References:

Available upon request