

## John Doe

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### Professional Summary

Results-driven IT professional with 8+ years of experience in system administration, network security, and cloud computing. Skilled in managing complex IT projects, optimizing infrastructure, and implementing innovative solutions that enhance operational efficiency and security.

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### Professional Experience

#### TechNova Solutions — Seattle, WA

##### *Senior Systems Administrator | Jan 2020 – Present*

- Migrated on-premise servers to Microsoft Azure, reducing operational costs by 25%.
- Implemented security protocols, increasing system resilience against cyber threats by 30%.
- Automated routine maintenance tasks with PowerShell, boosting team efficiency by 20%.

##### *Systems Administrator | Jun 2016 – Dec 2019*

- Managed Active Directory for 500+ users, streamlining authentication and access control.
- Deployed group policies that improved workstation security and reduced configuration errors.
- Provided tier-3 technical support, achieving a 98% issue resolution satisfaction rate.

#### CloudNet Technologies — Bellevue, WA

##### *Network Engineer | Mar 2014 – May 2016*

- Designed secure VPN solutions, enabling remote work for over 300 employees.
- Optimized network performance, improving uptime reliability by 30%.
- Upgraded networking hardware, reducing system downtime by 40%.

##### *IT Support Specialist | Jan 2012 – Feb 2014*

- Provided end-user support, resolving hardware/software issues with a 90% first-call resolution rate.

- Created technical documentation, reducing recurring support tickets by 15%.
- Supported Windows 10 deployment, minimizing disruptions during the rollout.

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### Technical Skills

- Networking: TCP/IP, DNS, DHCP, VPN, Firewall Configuration, Load Balancing
- Systems: Windows Server, Active Directory, Group Policy, PowerShell, Linux Administration
- Cloud & Virtualization: Microsoft Azure, AWS, VMware, Hyper-V
- Security: SIEM Tools, Endpoint Protection, Security Audits, Network Hardening
- Tools: Git, Jenkins, Docker, Ansible, Office 365, ServiceNow

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### Education & Certifications

- Bachelor of Science in Information Technology  
University of Washington, Seattle, WA
- Certifications:
  - Microsoft Certified: Azure Administrator Associate
  - CompTIA Security+
  - Cisco Certified Network Associate (CCNA)

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### Professional Development

- Agile Project Management - Workshop on Agile methodologies for IT teams
- Cloud Security Best Practices - Continuous training on emerging security trends

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