1. Oversaw IT activities to maintain operations by maintaining laptops, tablets and PDAs for [Number] users.
2. Developed programs to integrate and update software products and improve system compatibility.
3. Conducted testing and troubleshooting for various software remotely and onsite for [Number] server sets to maintain operational readiness.
4. Provided comprehensive training to internal and off-site users to optimize systems maintenance and resolve recurring issues.
5. Spearheaded inventory control measures to replenish and maintain IT equipment, supplies, tools and replacement parts.
6. Planned and implemented complex internet and intranet applications on multiple platforms.
7. Oversaw implementation and application of SaaS tools across entire company system.
8. Achieved [Number]% customer satisfaction rate while administering [Type] systems.
9. Developed exhaustive data reports and analysis to upper-management on [Timeframe] basis.
10. Managed development of system protocols to deliver complete and persistent data set.
11. Refined existent IT policy and guidelines company-wide, resulting in [Number]% fewer incident reports.
12. Operated as project manager for IT adjacent projects, providing solutions to staff on case-by-case basis.
13. Secured integrity of data within [Company]'s network system for over [Number] years.
14. Administered quality customer service to in-house staff and satisfied concerns on [Timeframe] basis.
15. Deployed antivirus and security solutions throughout entire system network.
16. Comprehensively maintained stability of essential data backups on [Timeframe] basis.
17. Arranged staff-development programs such as training and workshops for staff at every level.
18. Identified copious staff skills advancement opportunities across all company departments.
19. Automated nightly batch using Active Batch scheduler and created nightly jobs for database backups.
20. Conducted comprehensive system audits on [Timeframe] basis.