

My Name

MyEmail@Outlook.com | 555-555-5555 | New York, NY

WORK EXPERIENCE

Company D

Oct 2020 – Present

IT Technician

My City, NY

- Independently respond, diagnose, and resolve level 1-3 technical software and hardware issues. Assist end users in setting up and troubleshooting Cisco AnyConnect VPN, Remote Desktop, AutoCAD.
- Design and monitor Proofpoint corporate wide phishing tests, responding to user inquiries regarding if emails they received were legitimate or not. Instructed and advised end users on best practices to spot phishing emails.
- Configured FTP server to allow for users to transfer files to outside clients.
- Traveled up to 200 miles a day to regional offices to perform server and network installations as well as hardware upgrades.
- Create and update corporate documentation regarding software installations, patching, MFA and VPN setup.

Company C

May 2020 – October 2020

IT Consultant

My City, NY

- Performed project management duties including managing long term computer migration projects, deployment of Sophos antivirus, and installation of Datto RMM software across 1000+ devices. Collaborated and supported coworkers in performing tasks related to project, making sure that deadlines and company set guidelines are exceeded.
- Troubleshoot hardware and software issues remotely and in person while maintaining excellent customer service and professionalism.
- Installed and maintained Sophos firewalls, ensuring that customer requested web filtering policies are enabled and proper networking configurations are in place.
- Monitored client networks with Solarwinds RMM and reported unusual traffic.
- Configured and installed desktop, laptops, and tablets, ensuring that customer requested software is installed and licenses are activated.
- Configured and troubleshoot G-Suite applications, monitored status dashboard and responded to user queries.

Intersect Group (Contractor for Company B)

Jan 2020 – May 2020

Windows Migration Technician

My City, NY

- Performed Windows 7 to 10 migrations on laptops and desktops, ensuring all data is backed up and transferred following the migration and the requested software is installed. Averaged three to five migrations daily.
- Configured and installed fresh Windows 10 images using SCCM. Ensured that the devices were meeting company standards.
- Edited documentation and migration guidelines, improving computer migration timeline and turnaround significantly.

Apex Systems (Contractor for Company A)

Oct 2019 – Jan 2020

Windows Migration Technician

My City, NY

- Communicated with end users via phone, email, MS Teams to schedule time to complete data migrations, ensuring minimum disruption of workflow.
- Provided first level support on assigned tickets, ensuring ticket resolution rate is met in a timely matter.
- Collaborated with IT staff to write OS migration documentation from scratch.

EDUCATION

My University, School of Computer Science and Information Systems

Bachelors of Science (B.S) in Information Technology

May 2019

New York, NY

AWS Certified Solutions Architect – Associate (SAA-C02)

CompTIA Security+ ce

September 2020

July 2019

SKILLS

- **Software/Tools:** AWS (S3, EC2, IAM, Route 53, CloudFront, DynamoDB, RDS, VPC), Datto RMM, Continuum, Webroot, Sophos, SCCM, Office 365, VPNs, VMWare, Active Directory, Citrix, Toshiba Network Management, Airwatch, Azure, ServiceNow, CA Service Desk, Kace, ManageEngine, Wireshark, Bomgar, LogMeIn, ScreenConnect, Sharepoint, BurpSuite, nmap, API, G-Suite, Solarwinds RMM
- **Operating Systems:** Windows, macOS, Linux (RHEL 8, Kali, Ubuntu), iOS, Android
- **Programming Languages:** HTML, CSS, JavaScript, Bash, Python, R