



# MASON WILSON

Application Administrator

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## PROFESSIONAL SUMMARY

Accomplished Application Administrator with 7 years of experience in managing and optimizing application environments. Skilled in addressing system performance issues, supporting software installations, and enhancing user engagement through effective troubleshooting. Passionate about leveraging technology to streamline processes and improve operational outcomes.

## WORK EXPERIENCE

### Lead Application Administrator

Pineapple Enterprises

📅 Jan / 2021-Ongoing

📍 Santa Monica, CA

1. Led cross-functional teams to deploy new systems and optimize application performance.
2. Collaborated with IT staff and end-users to identify and resolve software issues.
3. Migrated data from legacy systems to SQL Server, ensuring data integrity and accessibility.
4. Defined and documented user processes for efficient application usage.
5. Managed role-based security and user permissions across multiple applications.
6. Established data integrity rules to maintain high-quality standards.
7. Trained users on new application features to enhance operational efficiency.

### Application Administrator

Summit Peak Industries

📅 Jan / 2018-Jan / 2021

📍 Denver, CO

- Provided technical support for call center applications, performing root cause analysis and implementing solutions.
- Maintained and administered global applications including CRM and Business Intelligence tools.
- Ensured application availability for over 6,500 users, facilitating operational continuity.
- Customized and generated reports for management to enhance decision-making processes.
- Oversaw data polling from telecommunication switches to ensure accurate data flow.

## EDUCATION

### Bachelor of Science in Information Technology

University of Technology

📅 Jan / 2015 - Jan / 2018

📍 Phoenix, AZ

Focused on system administration and application management.

## SKILLS

### Application Support Tools



### System Optimization Strategies



### Performance Monitoring



### Software Installation



### Patch Management



## INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

## STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

## LANGUAGES



English



German



Polish

## ACHIEVEMENTS

🌟 Implemented an application monitoring system that reduced downtime by 30%.

🌟 Successfully migrated legacy systems to cloud-based solutions, enhancing accessibility and performance.

🌟 Developed user training programs that improved application utilization by 25%.