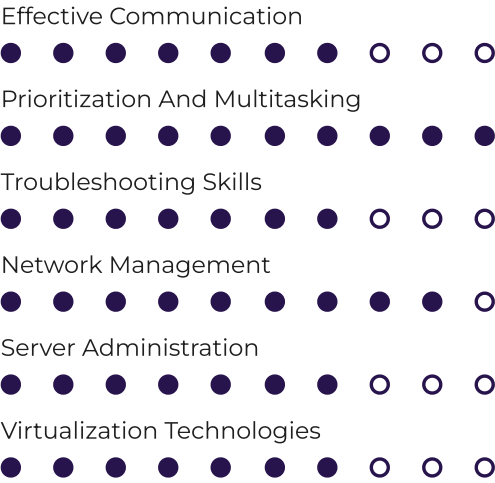# HARPER LEWIS
Data Center Operations Analyst

✉ support@qwikresume.com
☎ (123) 456 7899
📍 Los Angeles
🌐 www.qwikresume.com

SKILLS

Effective Communication
● ● ● ● ● ● ● ○ ○ ○

Prioritization And Multitasking
● ● ● ● ● ● ● ● ● ●

Troubleshooting Skills
● ● ● ● ● ● ● ○ ○ ○

Network Management
● ● ● ● ● ● ● ● ● ○

Server Administration
● ● ● ● ● ● ● ○ ○ ○

Virtualization Technologies
● ● ● ● ● ● ● ○ ○ ○

INTERESTS

🔧 DIY Projects   ✂ Crafting
⊘ Meditation   🏛 History

STRENGTHS

🍃 Humility   💡 Innovation
👁 Insightfulness   ☑ Integrity

LANGUAGES

English   Spanish   Russian

ACHIEVEMENTS

★ Reduced system downtime by 15% through proactive monitoring and maintenance.

★ Successfully managed the installation of 10 new servers, improving processing capacity.

PROFESSIONAL SUMMARY

Results-oriented Data Center Operations Analyst with two years of hands-on experience optimizing data center functionalities and enhancing system performance. Proficient in utilizing monitoring tools and implementing effective solutions to streamline operations. Driven to apply technical expertise and problem-solving skills to support innovative projects and improve overall efficiency.

WORK EXPERIENCE

Data Center Operations Analyst
Blue Sky Innovations
📅 May / 2024-Ongoing
📍 Chicago, IL

1. Ensured compliance with industry standards and regulations in data center operations.
2. Developed foundational skills in managing IT spaces, focusing on operational excellence.
3. Gained experience in Yale's infrastructure services, including network and server management.
4. Assisted in infrastructure upgrades and renovations within data center environments.
5. Triaged and prioritized incoming support requests using ServiceNow effectively.
6. Provided timely responses to user IT requests through the ServiceNow platform.
7. Engaged in training sessions to enhance understanding of data center operations.

Data Center Analyst
Silver Lake Enterprises
📅 May / 2023-May / 2024
📍 Seattle, WA

1. Supported daily operations of a Tier 2 Bell data center under a 1-year contract.
2. Delivered Smart-Hands support for managed devices and co-location clients, ensuring operational continuity.
3. Maintained an up-to-date electronic and hardcopy procedure manual for alert response protocols.
4. Executed system installations and upgrades for both hardware and software components.
5. Racked and installed servers and networking hardware to meet operational needs.
6. Provided remote hand assistance to customers, ensuring timely problem resolution.

EDUCATION

Bachelor of Science in Information Technology
University of Technology
📅 May / 2022 - May / 2023
📍 Phoenix, AZ

Focused on IT infrastructure and data management principles.