

# EMMA JOHNSON

## Data Center Support Analyst

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### PROFESSIONAL SUMMARY

Dynamic Data Center Support Analyst with 5 years of experience in enhancing operational workflows and ensuring system reliability. Expertise in server management, infrastructure optimization, and implementing effective technical solutions. Committed to fostering collaboration and driving continuous improvement to meet organizational goals.

### WORK EXPERIENCE

#### Data Center Support Analyst

WidgetWorks Inc.

📅 May / 2021-Ongoing

📍 Denver, CO

1. Engineered efficient cable plant installations tailored to customer network specifications.
2. Coordinated with cross-functional teams to produce Engineering Planning Letters for collocation clients.
3. Executed rack and stack procedures for customer equipment and structured cabling setups.
4. Compiled parts and materials lists, securing vendor quotations to optimize project costs.
5. Supervised data center personnel to meet strict project deadlines while ensuring quality standards.
6. Configured basic switch and router setups to enhance network performance.
7. Supported application deployment and configuration in the data center environment.

#### Data Center Analyst

Crescent Moon Design

📅 May / 2020-May / 2021

📍 Portland, OR

1. Performed physical installation and decommissioning of all data center infrastructure, including servers and storage systems.
2. Managed daily maintenance and monitoring of servers, ensuring optimal performance.
3. Executed regular backups on servers, safeguarding critical data integrity.
4. Generated detailed reports and queries to analyze server performance and operational metrics.
5. Utilized remote applications like PC Anywhere and TeamViewer for efficient server access and troubleshooting.
6. Monitored and escalated server issues, maintaining high availability for client services.

### EDUCATION

#### Bachelor of Science in Information Technology

University of Technology

📅 May / 2019-May / 2020

📍 Chicago, IL

Focused on network systems and data management principles.

### SKILLS

Technical Communication



Data Transmission Protocols



Cloud Computing



Load Balancing



### ACHIEVEMENTS

- 🌟 Successfully reduced server downtime by 30% through proactive monitoring and maintenance.
- 🌟 Implemented a new inventory management system that improved parts procurement efficiency by 20%.
- 🌟 Streamlined data center operations, resulting in a 15% reduction in operational costs.