

EMMA JOHNSON

Deployment Specialist

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PROFESSIONAL SUMMARY

Driven Deployment Specialist with 2 years of experience in implementing and managing IT systems. Expert in configuring devices, troubleshooting issues, and enhancing deployment efficiency. Dedicated to improving user experience and ensuring seamless software installations across varied environments.

WORK EXPERIENCE

Deployment Specialist

WidgetWorks Inc.

📅 Feb / 2024-Ongoing

📍 Denver, CO

1. Processed requests from tier three technicians efficiently.
2. Coordinated software updates, tracking shipments to ensure timely delivery.
3. Guided site managers through software installation upon arrival.
4. Conducted follow-ups to confirm successful software installations.
5. Maintained and updated complex database systems during deployments.
6. Utilized remote access to verify router settings and gather log data for support.
7. Executed software quick fixes and modified registry files to resolve issues.

Deployment Specialist

Crescent Moon Design

📅 Feb / 2023-Feb / 2024

📍 Portland, OR

1. Oversaw the maintenance of deployable units for J2EE environments using Websphere.
2. Managed systems including Websphere, Oracle, and SQL within UNIX environments.
3. Achieved Dell Certified Systems Expert status, enhancing technical credibility.
4. Facilitated data migration from old PCs to new systems, ensuring data integrity.
5. Maintained an asset database for efficient tracking of hardware assets.
6. Executed imaging and refreshing of computers, ensuring optimal performance.

EDUCATION

Bachelor of Science in Information Technology

Tech University

📅 Feb / 2022-Feb / 2023

📍 Santa Monica, CA

Focused on IT systems deployment and management.

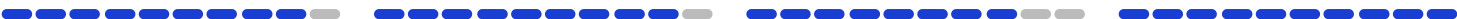
SKILLS

User Access Control

Project Coordination

Database Management

Itil Framework



ACHIEVEMENTS

- ★ Successfully reduced software deployment time by 30% through process optimization.
- ★ Enhanced user satisfaction ratings by 25% by providing timely and effective technical support.
- ★ Streamlined software installation procedures, resulting in a 40% decrease in post-deployment issues.