



AVA DAVIS

IT Analyst

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

🌐 www.qwikresume.com

SKILLS

Data Analysis And Reporting

Requirements Gathering And Analysis

System Analysis And Troubleshooting

Process Optimization

Quality Assurance And Testing

Risk Assessment

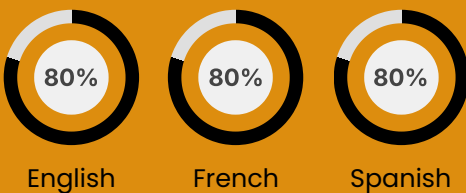
INTERESTS

★ Surfing 🌐 Martial Arts
👤 Community Service 🧑‍🎤 Blogging

STRENGTHS

⌚ Patience 🏔 Perseverance
📅 Planning ⚙ Positivity

LANGUAGES



ACHIEVEMENTS

★ Streamlined issue resolution processes, reducing average ticket resolution time by 30%.

PROFESSIONAL SUMMARY

IT Analyst with two years of hands-on experience in system analysis and troubleshooting. Adept at identifying and resolving technical issues, enhancing overall user satisfaction. Passionate about leveraging data-driven insights to improve processes and support organizational growth.

WORK EXPERIENCE

IT Analyst

📅 Apr / 2024-Ongoing

Seaside Innovations

📍 Santa Monica, CA

1. Evaluated system specifications to align with business requirements, performing comprehensive data analysis and modeling using Oracle SQL.
2. Created System Process Workflow Diagrams in collaboration with the IT team to streamline processes.
3. Tracked project progress, maintained logs of issues and errors, and organized meeting agendas for effective communication.
4. Engaged throughout the Software Development Life Cycle (SDLC), utilizing Microsoft Team Foundation Server for project tracking.
5. Conducted Joint Application Development (JAD) sessions to gather system requirements, ensuring timely data loading and issue escalation.
6. Collaborated on various departmental projects, fostering a team-centered environment to achieve project goals.
7. Supported troubleshooting of production issues, maintaining a focus on data integrity and reconciliation activities.

IT Analyst

📅 Apr / 2023-Apr / 2024

Silver Lake Enterprises

📍 Seattle, WA

1. Implemented Peer-to-Peer networking solutions using a 16-port switch for improved connectivity.
2. Developed UNIX Socket programming applications, simulating data transfer across a Client/Server network architecture.
3. Designed and implemented TCP servers using UDP, successfully testing client-server interactions.
4. Configured Linux Firewall using IP Tables, enhancing network security through stateful packet filtering.
5. Performed traffic analysis of various protocols using Wireshark and Tcpdump, identifying and resolving network issues.
6. Conducted RF Link Budget calculations to optimize transceiver performance.

EDUCATION

Bachelor of Science in Information Technology

📅 Apr / 2022 - Apr / 2023

University of California, Berkeley

📍 Denver, CO

Focused on system analysis, database management, and IT project management.