



MIA TAYLOR

IT Operations Analyst

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

🌐 www.qwikresume.com

💡 SKILLS

Technical Documentation



System Upgrades



Software Deployment



IT Governance



Collaboration Tools



🚀 INTERESTS

- ★ Surfing
- 🌐 Martial Arts
- 👥 Community Service
- 📝 Blogging

👊 STRENGTHS

- ⌚ Patience
- 🏔️ Perseverance
- 📅 Planning
- ⚙️ Positivity

🗣️ LANGUAGES



🏆 ACHIEVEMENTS

- ★ Improved incident resolution time by 30% through process optimization.
- ★ Successfully migrated 300 users to a new email system with zero downtime.

👤 PROFESSIONAL SUMMARY

Detail-oriented IT Operations Analyst with over 5 years of experience in monitoring and optimizing IT infrastructure. Proficient in incident management, system performance analysis, and implementing process improvements. Strong analytical skills with a focus on enhancing operational efficiency and reducing downtime. Excellent communicator, adept at collaborating with cross-functional teams to achieve business objectives.

💻 WORK EXPERIENCE

IT Operations Analyst

📅 Feb / 2024-Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Maintained comprehensive knowledge of technical processes to resolve transaction issues effectively.
2. Interacted with diverse clients to understand and troubleshoot problems using an internal ticketing system.
3. Collected and analyzed process data to identify areas for improvement and enhance performance.
4. Migrated 300 users from Lotus Notes to Exchange in one day without downtime.
5. Installed software applications on end-user computers utilizing Altiris for streamlined deployment.
6. Led implementation of a new ticketing tool, coordinating between vendors and internal teams.
7. Provided ongoing support for internal web applications, ensuring optimal functionality and user satisfaction.

IT Operations Analyst

📅 Feb / 2023-Feb / 2024

Cactus Creek Solutions

📍 Phoenix, AZ

1. Delivered specialized technology support for remote locations and Data Center communications.
2. Optimized system performance as a system administrator, ensuring reliability and availability.
3. Provided Tier 3 technical support for procurement applications, ensuring client satisfaction.
4. Assisted Tier 2 team with Learning Management Systems, enhancing user experience.
5. Supported SAAS applications, facilitating smooth operations and user troubleshooting.

🎓 EDUCATION

Bachelor of Science in Information Technology

📅 Feb / 2022 - Feb / 2023

University of Denver

📍 Toronto, ON

Focused on IT operations, system analysis, and network management.