



**Technical Documentation** 

System Upgrades

Software Deployment

It Governance

10

**Collaboration Tools** 



Surfing

Martial Arts

Community Service

👺 Blogging

## **STRENGTHS**









## .ANGUAGES





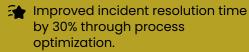


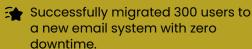
English

Dutch

**Arabic** 

## **ACHIEVEMENTS**





# MIA TAYLOR

## **IT Operations Analyst**

www.qwikresume.com

# 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

Thicago, 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 / Feb / 2022 2023

#### University of Denver

Toronto, ON

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