



NOAH WILLIAMS

IT Operations Analyst

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

SKILLS

Mobile Device Management



Security Protocols



User Access Control



Data Analysis



Performance Tuning



INTERESTS

🕒 Birdwatching 🧳 Traveling
📅 Sports Coaching 🧶 Knitting

STRENGTHS

🔗 Pragmatism 🍃 Sensitivity

💖 Sincerity 📌 Stability

LANGUAGES



English



Italian



Spanish

ACHIEVEMENTS

- 🌟 Improved incident response time by 30% through streamlined communication protocols.
- 🌟 Successfully reduced system downtime by 25% by implementing proactive monitoring solutions.
- 🌟 Increased social media following by 150% through targeted content strategies.

PROFESSIONAL SUMMARY

Results-driven IT Operations Analyst with a solid background in managing IT services and support. Expertise in troubleshooting, system monitoring, and data analysis to ensure optimal performance. Proven ability to streamline operations and enhance service delivery through effective problem-solving and project management. Committed to leveraging technology to drive business success and improve user experience.

WORK EXPERIENCE

IT Operations Analyst

📅 Feb / 2024-Ongoing
📍 Denver, CO

WidgetWorks Inc.

- Developed scripts for automation of routine tasks.
- Optimized disk space, CPU memory, and processing load to enhance performance across data centers.
- Participated in disaster recovery planning and testing.
- Served as a key resource for Engineers and support staff to resolve operational issues and keep clients informed during incidents.
- Collaborated with infrastructure teams and application specialists to manage increased ticket volume, preserving company revenue of up to \$200k.
- Facilitated training sessions for IT specialists, enhancing knowledge transfer and onboarding processes.
- Executed troubleshooting procedures with end users via phone and remote access, improving user satisfaction.

IT Operations Analyst

📅 Feb / 2023-Feb / 2024
📍 Portland, OR

Crescent Moon Design

- Administered and monitored Tivoli workload scheduler, resolving application errors and fixing abended jobs.
- Executed job requests submitted by user groups through Tivoli workload scheduler.
- Maintained security protocols within the RACF Security system to safeguard IT assets.
- Proactively identified and resolved computer-related problems, alerting support personnel as necessary.
- Delivered Help Desk services to streamline user support and incident resolution.
- Led cross-functional teams to resolve critical IT issues, achieving a 40% reduction in downtime incidents.
- Implemented monitoring tools that improved system uptime by 25%, enhancing overall service reliability.

EDUCATION

Bachelor of Science in Information Technology

📅 Feb / 2022 Feb / 2023

University of Denver

📍 Denver, CO

Focused on IT operations, systems management, and data analysis.