



HENRY WALKER

Assistant IT Systems Engineer

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PROFESSIONAL SUMMARY

Accomplished IT Systems Engineer with 10 years of extensive experience in designing, implementing, and maintaining high-performance IT infrastructures. Expertise in system optimization, network security, and server management. Proven ability to enhance operational efficiency through innovative solutions and effective team collaboration. Ready to leverage technical skills to support organizational goals and drive project success.

WORK EXPERIENCE

Assistant IT Systems Engineer

📅 Apr / 2019-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Designed and optimized network infrastructures to enhance performance and reliability for VoIP systems.
2. Evaluated and integrated new technologies to improve operational efficiency in a multi-site contact center.
3. Provided technical support and troubleshooting for server and network issues, ensuring minimal downtime.
4. Oversaw the implementation of security measures to protect sensitive data and maintain compliance.
5. Developed automated survey tools to enhance customer feedback processes and data collection.
6. Redesigned network architecture to support high-availability systems with redundant connections.
7. Assisted in the migration of legacy systems to cloud infrastructure, reducing operational costs by 20%.

IT Systems Engineer

📅 Apr / 2015-Apr / 2019

Summit Peak Industries

📍 Denver, CO

1. Directed technology deployment for multilingual teams in new startup environments, ensuring seamless operations.
2. Managed asset procurement processes in collaboration with international partners, supporting leadership and development teams.
3. Delivered impactful product presentations, driving divisional investment through strategic communication.
4. Provided comprehensive lifecycle support for various IT systems, ensuring optimal performance across platforms.
5. Diagnosed and resolved complex network issues for automated traffic enforcement systems, enhancing system reliability.
6. Maintained and upgraded Windows Server environments, supporting critical migration projects.

EDUCATION

Bachelor of Science in Information Technology

📅 Apr / 2012 - Apr / 2015

University of Technology

📍 Seattle, WA

Focused on systems engineering, network management, and cybersecurity.

SKILLS

Systems Deployment Management

Infrastructure Program Management

Troubleshooting Networks

System Upgrades

Monitoring Systems

INTERESTS

🔧 Woodworking

🍴 Cooking

★ Surfing

🦋 Wildlife Conservation

STRENGTHS

😊 Politeness

✅ Accountability

✅ Dedication

👥 Leadership

LANGUAGES



English



Swahili



Italian

ACHIEVEMENTS

★ Streamlined system performance, improving response times by 30% through innovative network configurations.

★ Led a project to upgrade server infrastructure, resulting in a 25% increase in uptime and reliability.

★ Implemented a comprehensive IT asset management system, reducing costs by 15% annually.