MIA TAYLOR

System Support Analyst

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PROFESSIONAL SUMMARY

Enthusiastic System Support Analyst with 2 years of hands-on experience in system troubleshooting and user support. Adept at configuring software and monitoring system performance to optimize functionality. Eager to leverage strong analytical skills and effective communication to enhance user satisfaction and operational efficiency.

WORK EXPERIENCE

System Support Analyst
📅 Mar / 2024-Ongoing
Seaside Innovations
📍 Santa Monica, CA

1. Developed and executed test cases for functional and regression testing, ensuring software reliability.
2. Managed and updated existing manual and automated test cases to reflect system changes.
3. Oversaw test environments, including test data management and system configuration for optimal testing.
4. Conducted quality assurance testing across various products to ensure consistent user experiences.
5. Collaborated with business analysts to produce traceable test documentation for requirements.
6. Actively participated in project meetings to ensure timely delivery of project milestones.
7. Coordinated the development of critical data reports for government projects, ensuring compliance and accuracy.

System Support Administrator
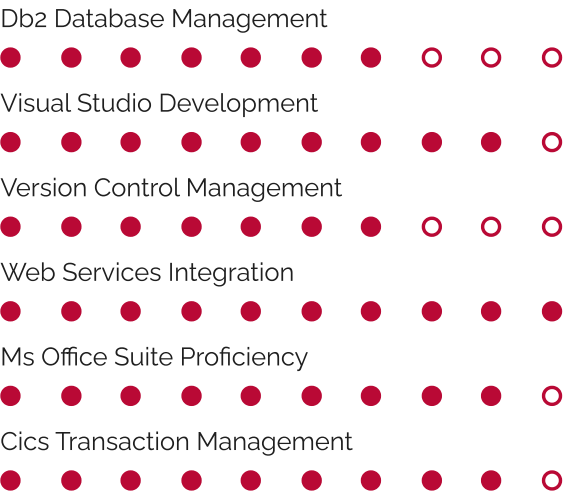📅 Mar / 2023-Mar / 2024
Silver Lake Enterprises
📍 Seattle, WA

1. Executed upgrades across testing, development, and production environments to ensure system stability.
2. Managed Microsoft SQL Server and Oracle databases, overseeing server upgrades and software automation.
3. Reduced project infrastructure costs by optimizing processes and equipment utilization.
4. Developed and implemented host-based firewall solutions to enhance server security.
5. Ensured the functionality of file and print servers, managing over 4,000 shared folders and printers.
6. Engineered IT systems, focusing on cybersecurity frameworks and network infrastructure.

EDUCATION

Bachelor of Science in Information Technology
📅 Mar / 2022 - Mar / 2023
University of Technology
📍 Seattle, WA

Focused on system analysis, software development, and network management.

SKILLS

Db2 Database Management
● ● ● ● ● ● ● ○ ○ ○

Visual Studio Development
● ● ● ● ● ● ● ● ● ○

Version Control Management
● ● ● ● ● ● ○ ○ ○

Web Services Integration
● ● ● ● ● ● ● ● ●

Ms Office Suite Proficiency
● ● ● ● ● ● ● ● ○

Cics Transaction Management
● ● ● ● ● ● ● ● ○

INTERESTS

🎮 Gaming   👜 Fashion
🎞 Film   💻 Technology

STRENGTHS

⚖ Fairness   ↔ Flexibility
➜ Forward-thinking   ♥ Gratitude

LANGUAGES

English   Arabic   Italian

ACHIEVEMENTS

⭐ Improved system uptime by 20% through proactive monitoring and maintenance.

⭐ Streamlined software installation processes, reducing setup time by 30%.

⭐ Facilitated user training sessions, enhancing user competency and satisfaction.