MIA TAYLOR

Systems Administrator

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🌐 www.qwikresume.com

👤 PROFESSIONAL SUMMARY

Detail-oriented Systems Administrator with over 5 years of experience in managing and optimizing IT infrastructures. Proficient in Windows and Linux environments, with a strong focus on network security, system performance, and user support. Adept at troubleshooting and implementing solutions to enhance system reliability and efficiency. Committed to continuous learning and staying updated with the latest technologies.

🖥 WORK EXPERIENCE

Systems Administrator
📅 Apr / 2021-Ongoing

WidgetWorks Inc.
📍 Denver, CO

1. Provided Tier III support via Zendesk and Jira, ensuring timely resolution of complex issues.
2. Performed hardware and software repairs on various Dell laptop and desktop models, minimizing downtime.
3. Managed installation, configuration, and maintenance of systems hardware and software, ensuring optimal performance.
4. Conducted ongoing performance tuning and resource optimization to improve system efficiency.
5. Installed new servers and rebuilt existing ones, configuring hardware and services for seamless operation.
6. Provided network support for VPN access and resolved related connectivity issues.
7. Documented technical procedures and guidelines for consistent support practices.

Telephony System Administrator
📅 Apr / 2018-Apr / 2021

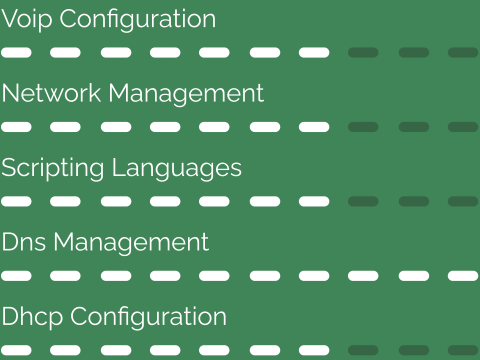**Summit Peak Industries**
📍 Denver, CO

1. Created, modified, and deleted user accounts in Active Directory, ensuring accurate access management.
2. Monitored enterprise core services using SolarWinds, proactively identifying issues before escalation.
3. Utilized enterprise monitoring tools to maintain system health and performance.
4. Analyzed and resolved hardware, software, and networking issues, enhancing overall system reliability.
5. Updated standard operating procedures to reflect current technologies and practices.

🎓 EDUCATION

Bachelor of Science in Information Technology
📅 Apr / 2015 - Apr / 2018

State University
📍 Portland, OR

Studied various aspects of information technology, including systems administration, network management, and cybersecurity.

💡 SKILLS

Voip Configuration

Network Management

Scripting Languages

Dns Management

Dhcp Configuration

✈ INTERESTS

⭐ Surfing   🌐 Martial Arts

🖐 Community   👥 Blogging
   Service

✊ STRENGTHS

⏳ Patience   ⚠ Perseverance

📅 Planning   ⚙ Positivity

🔤 LANGUAGES

English   Polish   Russian

⭐ ACHIEVEMENTS

⭐ Implemented a new system monitoring solution, reducing downtime by 30%.

⭐ Led a project to migrate 100+ servers to a virtualized environment, improving resource utilization.