

HARPER LEWIS

Systems Engineer

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PROFESSIONAL SUMMARY

Systems Engineer with 2 years of experience in designing, implementing, and supporting complex systems. Proficient in troubleshooting and optimizing Windows and Linux environments. Skilled in deploying cloud solutions and ensuring system reliability. Committed to delivering high-quality technical support and enhancing operational efficiency through innovative problem-solving.

WORK EXPERIENCE

Systems Engineer

Blue Sky Innovations

- Collaborated with users across global sites to troubleshoot system and workflow errors, ensuring prompt resolutions.
- Designed, developed, and maintained complex workflows in Livelink for document management.
- Executed IQOQ test scripts in validated environments to ensure compliance and functionality.
- Configured and installed new Livelink instances on clustered architectures, enhancing performance.
- Updated Dev and QA test environments to mirror production, ensuring accurate testing.
- Created complex SQL queries for generating web reports, improving data accessibility.
- Conducted user acceptance testing for system enhancements, ensuring user needs were met.

📅 Apr / 2024-Ongoing

📍 Chicago, IL

Junior Systems Engineer

Silver Lake Enterprises

- Contributed to the Business Technology Infrastructure team by implementing solutions for identified business challenges.
- Evaluated and supported software and hardware for the Enterprise Infrastructure platform.
- Managed VMware Horizon View VDI and related technologies to enhance user experience.
- Provisioned and managed server resources, ensuring optimal performance for end-user devices.
- Provided technical support to end-users, resolving issues within established guidelines.
- Maintained Active Directory and network equipment to prevent service interruptions.

📅 Apr / 2023-Apr / 2024

📍 Seattle, WA

EDUCATION

Bachelor of Science in Computer Science

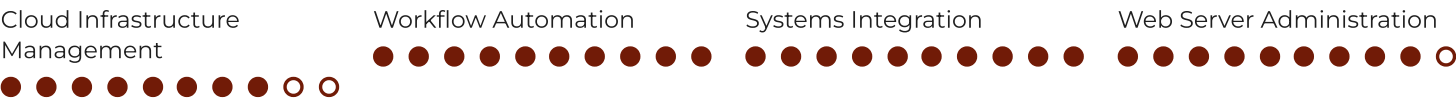
University of Tech

Focused on systems engineering, software development, and network management.

📅 Apr / 2022-Apr / 2023

📍 Santa Monica, CA

SKILLS



ACHIEVEMENTS

- 🌟 Reduced system downtime by 30% through proactive monitoring and maintenance.
- 🌟 Successfully migrated legacy systems to cloud infrastructure, enhancing scalability.
- 🌟 Implemented automation scripts that improved deployment efficiency by 25%.