SOPHIA BROWN

IT Consultant

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PROFESSIONAL SUMMARY

Insightful IT Consultant with 7 years of experience in delivering tailored technology solutions. Expertise in system integration, process improvement, and client collaboration to enhance operational efficiency. Proven ability to leverage technical knowledge to solve complex challenges and drive project success, ensuring high levels of client satisfaction.

WORK EXPERIENCE

IT Consultant
Quantum Solutions LLC

📅 Apr / 2021-Ongoing
📍 Phoenix, AZ

1. Administered and optimized a complex IT infrastructure for 23 servers and 750 workstations, achieving 99% operational availability.
2. Implemented corporate IT standards and policies, ensuring 100% compliance across all systems.
3. Led process analysis initiatives, resulting in a 60% reduction in fuel costs through a comprehensive system re-engineering project.
4. Contributed to a Continuous Improvement team, driving efficiency and effectiveness across IT operations.
5. Integrated information systems with process control systems, enhancing data accessibility and operational safety.
6. Coordinated a Document Management Team, establishing accurate and complete documentation libraries.
7. Developed user-friendly logic diagrams for process control systems to improve human interface efficiency.

Technical Consultant
Silver Lake Enterprises

📅 Apr / 2018-Apr / 2021
📍 Seattle, WA

1. Provided technical guidance and troubleshooting support for IT systems to faculty, staff, and students at IUPUI.
2. Assessed client issues and delivered effective solutions, enhancing user experience.
3. Created technical documentation for distribution via multiple platforms to facilitate client self-service.
4. Delivered technical support across various channels, including phone, email, and in-person interactions.
5. Resolved complex issues related to Windows and Macintosh systems, mobile devices, and networking.
6. Updated and maintained articles in the University Knowledge Base to improve client support resources.

EDUCATION

Bachelor of Science in Information Technology
University of Technology

📅 Apr / 2015-Apr / 2018
📍 Santa Monica, CA

Focused on IT consulting, systems analysis, and network management.

SKILLS

Technical Project Management	Solution Design	Data Migration	Quality Assurance

ACHIEVEMENTS

⭐ Reduced system downtime by 40% through proactive monitoring and maintenance.

⭐ Led a project that integrated new software solutions, increasing productivity by 30%.

⭐ Developed and implemented IT training programs that improved staff efficiency by 25%.