

# NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

## Profile

An IT consultant with experience in system administration and network analysis. Seeking to help businesses stay secure with software programs and network connectivity while eliminating downtime and lag impacting the bottom line.

## Experience

### IT Consultant - Education Network, Inc. / Location

MONTH 2020 - 2022

- Provided technical support to 200 users every quarter.
- Handled 100% of troubleshooting issues with hardware and software for two dedicated businesses in 2021.
- Researched network options for a startup, presented the findings, and helped them implement the new program with one month turnaround time.
- Installed new operating systems on 500 computers throughout City Library System.

### Network Analyst – TechCo / Location

MONTH 2015 – MONTH 2020

- Managed 50 vendor relationships to obtain discounted software licenses for clients.
- Updated credit card processing software for all cash registers at each of City Department Store's ten branches.
- Compiled data from 100 clients to show TechCo's effectiveness in time management.
- Automated payroll for City Nonprofit to cut operating expenses by \$10,000 annually.

### Project Experience

- Led a team of five consultants in successfully implementing a digital transformation initiative for a multinational manufacturing company with operations in over 20 countries.
- Conducted a comprehensive cybersecurity risk assessment for a mid-sized financial services firm to identify vulnerabilities and develop recommendations for mitigating potential threats.

## Education

### Master's of Information Technology - The University of Texas

MONTH 2020

- GPA: LIST
- AWARD
- AWARD

### Bachelor's of Computer Science - The University of Texas Rio Grande Valley

MONTH 2016

- GPA: LIST
- AWARD
- AWARD

## Skills

### Expertise

- Analytics
- Conceptual and practical thinking
- Microsoft 365
- Project management
- Risk management

## Licenses & Accreditations

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- ISO 9001 Quality Management Certification, 2019
- Lean Six Sigma Green Belt Certification, 2017