

John Doe

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Goal-oriented, results-driven technology leader with over 15 years of experience in various industries. Managed multiple projects of data center moves, system implementation and cloud migrations. Quickly able to learn and adapt to align technology with the requirements of the organization.

Experience

2019-2020 (present)

Systems Support Analyst

Company

- Responsible for troubleshooting technology problems at a high technical level in a variety of disciplines including virtualization, storage, server hardware, Microsoft applications and services (AD, Exchange, O365), and various other applications for our customer environments.
- Provided excellent support in these areas while managing customer expectations within our support SLAs. When needed, I would escalate problems to get the proper turnaround time or help from someone in an area I didn't have experience in.
- Provided high level recommendations to our customers to resolve underlying problems that were the cause of recurring incidents. Ensured I understood the impact the problem was causing their business to accurately assess priority among all my service calls.
- Went on-site to customer locations to provide expert support or additional support when the amount of projects they were managing surpassed their workload capacity.
- Proactively raised potential customer satisfaction issues to the management team.
- Took part in training programs available to me to gain understanding of concepts or technology that I supported but wasn't as familiar in.
- Working in this industry I was subjected to a wide variety of vendor technologies, both hardware and software, depending on what our customers were utilizing. I was able to quickly pick up new environments and troubleshoot problems as necessary.

2015 - 2018

IT Manager

Company

- Set departmental direction to align technology with company goals and initiatives.
- Prepared the organization to become SOC2 compliant by developing policies, procedures, and driving change of then current operating procedures.
- Defined personal and professional development goals for the IT team members. Met regularly with my employees to ensure their developmental goals were on track.
- Managed OpEx and CapEx budgets for IT.
- Managed multiple projects, one of which involved moving 700+ virtual machines to 2 datacenters without interruption to the business, increasing system availability and scalability as the company grew.
- Developed and implemented an information security program, including security policies, controls, and security awareness training.

- Created operating procedures and policies to ensure the usability of the technology services provided.

2012 - 2015 **System Administrator**

Company

- Reconfigured network from a flat architecture to a segregated architecture.
- Completed a move to off-site colocation facility to provide for Disaster Recovery and infrastructure growth.
- Rapidly learned new technologies to support business growth.
- Managed a VMware environment consisting of 700+ VMs, 60TB of storage.
- Initially setup AWS VPC, networking, and EC2 instances for a proof of concept cloud usability analysis.

2012 **Systems Engineer**

Company

- Worked to get the Disaster Recovery plan of Lawson ERP to a working state.
- Worked as part of a team to update Lawson, WebSphere, Oracle, and AIX to the latest release levels with minimum interruption to the business.

2008 - 2012 **Datacenter Engineer**

Company

- Implemented multiple VMware vSphere environments saving the company thousands of dollars with server virtualization technologies, reducing data center foot print, and easing the management of servers.
- Reduced the cost of cellular service by actively working with ATT to determine the billing plans best suited for our usage.
- Implemented a working Disaster Recovery plan covering key critical business applications which is tested annually.

Education and Training

AWS Certified Solutions Architect - Associate

VMworld (2009, 2010, 2011, 2013)

Maintaining a Microsoft SQL Server 2008 Database

Implementing a Microsoft SQL Server 2008 Database

SunONE Directory Training

AAS Computer Network Systems, ITT Technical Institute