

Amina Patel

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SUMMARY

Detail-oriented IT professional with a Bachelor's degree in Computer Science and hands-on experience in managing IT projects. Proven track record of improving system efficiencies and implementing technological solutions that drive organizational success.

EXPERIENCE

IT Assistant

Jun 2021 - Present

Tech Solutions Inc., San Francisco, CA

- Improved network uptime by 20% through proactive monitoring and troubleshooting.
- Managed a project to implement a new Help Desk software, increasing ticket resolution speed by 30%.
- Collaborated with cross-functional teams to streamline IT processes, resulting in a 15% reduction in operational costs.

IT Intern

Jan 2021 - May 2021

Innovative Systems LLC, San Francisco, CA

- Assisted in the migration of legacy systems to cloud-based solutions, enhancing data accessibility.
- Contributed to the development of internal documentation that improved onboarding time for new IT staff by 25%.
- Participated in troubleshooting and resolving hardware and software issues for over 100 employees.

Technical Support Representative

May 2019 - Dec 2020

Customer Care Group, San Francisco, CA

- Resolved technical issues for clients, achieving a customer satisfaction score of 95%.
- Developed a FAQ resource that reduced repeat inquiries by 40%.
- Conducted training sessions for new employees on IT support protocols.

EDUCATION

Bachelor of Science in Computer Science

May 2018

University of California, Berkeley, Berkeley, CA • GPA: 3.7

SKILLS

Technical Skills: Network Management, Cloud Computing, IT Project Management, Troubleshooting

Tools & Frameworks: JIRA, ServiceNow, Microsoft Azure, AWS