

Aisha Patel

aisha.patel@example.com • (555) 123-4567 • Austin, TX • linkedin.com/in/aishapatel

SUMMARY

Detail-oriented and motivated entry-level Systems Administrator with a strong foundation in IT support and system management. Proficient in troubleshooting and resolving technical issues, with a passion for optimizing system performance and enhancing user experience.

EXPERIENCE

IT Support Technician

Jan 2022 - Present

Tech Solutions Inc., Austin, TX

- Resolved over 95% of technical support tickets within the first response time, improving overall customer satisfaction.
- Assisted in the migration of 200+ users to a new cloud-based system, resulting in a 30% increase in operational efficiency.
- Managed system backups and security updates, reducing potential vulnerabilities by 40%.

Intern - Systems Administration

May 2021 - Dec 2021

Innovatech Solutions, Austin, TX

- Supported system monitoring and maintenance, contributing to a 20% decrease in downtime incidents.
- Documented IT processes and procedures, enhancing knowledge transfer and onboarding for new staff.
- Participated in troubleshooting network issues, leading to a 15% improvement in network performance.

Help Desk Assistant

Sep 2018 - May 2021

University IT Services, Austin, TX

- Assisted faculty and students with technical issues, achieving a 90% satisfaction rating in feedback surveys.
- Developed a user guide for common troubleshooting steps, reducing repetitive inquiries by 25%.
- Coordinated with the IT team on hardware upgrades, ensuring timely deployment across campus.

EDUCATION

Bachelor of Science in Computer Science

May 2018

University of Texas at Austin, Austin, TX • GPA: 3.7

SKILLS

Technical Skills: Windows Server Administration, Linux Basics, Network Configuration, Help Desk Support

Tools & Frameworks: Active Directory, VMware, Microsoft Office 365, Cisco Networking