

Amina Patel

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SUMMARY

Dedicated and detail-oriented Systems Administrator with over 5 years of experience in managing and optimizing IT infrastructure. Proven ability to enhance system reliability and performance while reducing operational costs.

EXPERIENCE

Systems Administrator

Jan 2022 - Present

Tech Solutions Inc., San Francisco, CA

- Implemented a virtualized environment that reduced hardware costs by 30% and improved system uptime to 99.9%.
- Led migration of on-premises servers to AWS, resulting in a 25% reduction in operational overhead.
- Administered and maintained Windows and Linux servers, ensuring compliance with security protocols and enhancing data protection.

Junior Systems Administrator

Jun 2018 - Dec 2021

Innovative Tech Corp., Oakland, CA

- Automated backup processes which decreased data recovery time by 40%.
- Provided technical support for over 150 end-users, improving user satisfaction scores by 20%.
- Contributed to network upgrades that increased bandwidth availability by 50%.

IT Support Specialist

May 2016 - May 2018

Global Services Ltd., San Jose, CA

- Resolved technical issues for clients, achieving a 95% first-call resolution rate.
- Streamlined ticketing system processes, which improved response time by 30%.
- Trained and mentored new team members on IT best practices and troubleshooting techniques.

EDUCATION

Bachelor of Science in Information Technology

May 2018

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

SKILLS

Technical Skills: Windows Server, Linux Administration, AWS, Networking

Tools & Frameworks: VMware, Docker, Ansible