

Aisha Patel

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SUMMARY

Detail-oriented Systems Administrator with over 5 years of experience in managing and optimizing IT infrastructure. Proven ability to enhance system performance and ensure security compliance through effective monitoring and troubleshooting.

EXPERIENCE

Systems Administrator

Jan 2022 - Present

Tech Solutions Inc., Seattle, WA

- Implemented a new cloud infrastructure that reduced operational costs by 30% over 12 months.
- Automated server provisioning processes, which decreased deployment time from 3 days to 12 hours.
- Maintained 99.9% uptime across all systems while managing over 500 user accounts.

Network Administrator

Jun 2018 - Dec 2021

Innovative Tech Corp., Bellevue, WA

- Designed and implemented a secure network architecture that improved data security, reducing breaches by 50%.
- Led a project to upgrade the company's VPN, enhancing remote access speed by 40%.
- Conducted training sessions for 100+ staff on IT best practices and security protocols.

Junior Systems Administrator

Jul 2016 - May 2018

NextGen IT Services, Kirkland, WA

- Assisted in the migration of on-premises servers to AWS, achieving a 25% reduction in hosting costs.
- Provided technical support and troubleshooting for a user base of 300+ employees, achieving a resolution rate of 90% on first contact.
- Maintained documentation of system configurations and changes to ensure compliance and knowledge transfer.

EDUCATION

Bachelor of Science in Information Technology

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Windows Server, Linux Administration, DNS/DHCP, Network Security

Tools & Frameworks: AWS, Ansible, VMware, Docker