

Aisha Patel

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SUMMARY

Detail-oriented Windows Administrator with over 5 years of experience in managing, configuring, and supporting Windows server environments. Proven ability to enhance system performance and reliability through strategic upgrades and troubleshooting.

EXPERIENCE

Windows Administrator

Jan 2022 - Present

Tech Solutions Inc., Seattle, WA

- Increased system uptime by 30% through proactive monitoring and maintenance of Windows Servers.
- Implemented a new backup solution saving the company \$15,000 annually in data recovery costs.
- Managed Active Directory for over 500 users, streamlining user access and security protocols.

Systems Administrator

Jun 2019 - Dec 2021

Global Enterprises, San Francisco, CA

- Reduced system deployment time by 40% through the implementation of automated scripts.
- Successfully migrated company data to Windows Server 2019, enhancing performance by 25%.
- Provided technical support and training to staff, improving overall team productivity.

IT Support Specialist

Aug 2017 - May 2019

Innovative Tech Solutions, Austin, TX

- Resolved 95% of technical issues on the first call, enhancing user satisfaction.
- Maintained and upgraded Windows operating systems and software for over 300 devices.
- Developed a troubleshooting guide that reduced average resolution time by 20%.

EDUCATION

Bachelor of Science in Information Technology

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Windows Server Administration, Active Directory, PowerShell Scripting, Networking

Tools & Frameworks: VMware, Microsoft Azure, Backup Exec