

Jane Doe

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Qualifications Summary

Information technology professional experienced with managing projects, personnel training, and database creation. Holds a Top Secret Security Clearance.

Professional Experience

Network Administration

- Administer servers, desktop computers, printers, routers, software development, security updates and patches
- Maintain integrity of the network server deployment and security
- Design and manage multi-office Windows NT network
- Ensure connectivity and diagnose and resolve technical issues surrounding LAN/WAN, Microsoft Office and e-mail
- Train and provide support to users of Windows
- Monitor and maintain network performance
- Manage training on the use of custom applications
- Provide employees with secure access to server files and programs during telecommuting and travel by developing efficient and secure remote access capabilities for off-site users through Microsoft RPAS and VPN services

PC Support

- Maintain record of daily data communications, transactions, problems, and remedial action taken
- Oversee the daily performance of communications systems
- Led a 10-person team supporting operations for Unix and Windows NT 4.0 servers, and work stations
- Conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support
- Support Lotus Notes 4.6 clients including remote replication of server databases
- Increased customer service levels by implementing end user surveys that allow the customer the ability to rate the level of service received from the Network Services staff
- Prepare evaluations of hardware and software and recommend suggested improvements or upgrades
- Prioritized inquiries and consistently responded among the top scores for customer feedback

Education

Bachelor of Science in Information Technology

American Public University, Charles Town, WV

05/20XX

Employment History

Position Title, Company ABC, Hired, VA

06/2011—Present

Position Title, Company DEF, Anytown, VA

02/2008—05/2011