

IT MANAGER

QUALIFICATIONS PROFILE

Proactive, goal-driven, and multifaceted professional with years of experience in IT operations including system and network installation, configuration, maintenance, and helpdesk support. Effective leader, adept at identifying technical issues and recommending sound solutions to maintain seamless operations. Equipped with exceptional management skills in developing strategic plans and actions to achieve organizational goals.

AREAS OF EXPERTISE

SQL and Database Concepts
Data Analysis and Strategic Planning
Agile Framework
Regulatory Compliance

IT Infrastructure
Project Management
Systems and Cloud Computing
DevOps

PROFESSIONAL EXPERIENCE

ABC COMPANY ▪ NEW YORK, NY

IT Manager

2018–2019

- Provide assistance to more than 150 users on IT issues such as software installation, hardware troubleshooting, setup and maintenance, and customer relationship management (CRM)
- Take charge of all lead uploads into Nextiva VoIP, Conversica artificial intelligence email, and dialer systems while testing and configuring iMerchant CRM and Biostar access control systems
- Perform testing and provide assistance with application programming interface (API) CRM system with phone system for online dialing which included participation in setting up analytics and lead performance

IT Assistant

2016–2017

- Fulfilled various tasks including server installations, VMware configuration and installation, wireless access point (WAP) setup and maintenance, switch upgrade, IT equipment inventory, and help desk ticket handling
- Secured optimal functionality through strict monitoring to address network performance issues

DEF COMPANY ▪ NEW YORK, NY

Network Assistant

2013–2016

- Facilitated thorough assessment and troubleshooting which involved utilization, throughput latency and availability, which resulted in the prompt resolution of network performance issues
- Handled the configuration, replacement, and upgrade of switches for production application, creation of custom patch cables, and repair of ports in patch panels

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER PROGRAMMING AND INFORMATION SYSTEMS: 2009

ST. JOHN'S UNIVERSITY, NEW YORK, NY, USA

CERTIFICATIONS

CCNA Certification and Training Program: 2016

Foundation Web Design and Software Development Course: 2015

Introduction to Cloud Computing Technologies: 2014

TECHNICAL ACUMEN

Microsoft Office Suite | Java | HTML | CSS | SQL Server | Jira | Rally | ExtremeXOX | Cisco Packet Tracer