

BS in IT, Hamline University, 20XX–20XX

CompTIA A+ Certification

MS Server Certification

* **Expertise in following languages:** Java, C#, C, PHP, MySQL, Ruby, HTML5, CSS3, Javascript, JQuery
* **Hard Skills:** Hardware Installation, Software Installation, Security
* **Soft Skills:** Leadership, Teamwork, Problem Solving, Critical Thinking, Time Management, Customer Service

Additional Skills

Education & Certifications

**System Administrator, Alehandru Medical, 20XX–20XX**

* Handled all tech planning for large healthcare business. Managed hardware and software installation and directed upgrades and maintenance.
* Used expert problem-solving skills to fix network issues 15% faster than previous admin. Trained assistants in "5-Whys" problem-solving technique.
* Initiated risk management plan to assess and harden IT security. Implemented password vaults and principle of least privilege. Slashed security risk 48%.

**Tech Support Agent, ArcFile Web, 20XX–20XX**

* Furnished IT Help Desk phone support to customers of a busy web hosting business. Provided customer service, server support, and troubleshooting.
* Trained 15 other tech support staff on new document management system.

**Freelance IT Specialist, Various, 20XX–20XX**

* Installed new order-processing system in local flower shop.
* Developed an eCommerce woodcrafts site.
* Contributed to an open-source SaaS site on Github

Professional Experience

Phone: 218-544-3609

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Some place, City, State

Contact Information

 IT SPECIALIST

ALEC ANDRAS