**DATA CENTER TECHNICIAN**

Mary Winston

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**SUMMARY OF QUALIFICATIONS**

Outstandingly dedicated and meticulous data center technician with 3 years+ of experience. At BandTech Industries, provided technical support to a team of 600+ local and remote employees. Assisted lead data center tech in maintenance, troubleshooting and improvement of robust 75 server network. Seeking to apply my skills towards streamlining processes and improving efficiency at 123 Solutions.

**WORK EXPERIENCE**

**Junior Data Center Technician**

BandTech Industries, Seattle, WA July 2015–Sept 2020

Resolved roughly 15 support tickets per day.

Assisted in preparing and carrying out large-scale server migration processes and regular data backups.

Analyzed report data to identify future problems with data center management.

Installed CAT5 cabling for LAN and fiber storage connectivity.

**Data Center Intern**

PXE Nimbus, Nashville, TN March 2015–July 2015

Shadowed senior employees every day to learn practical basics of Windows Server configuration.

Increased speed of ticket resolution by 33%.

Upgraded other employees’ computer software and hardware.

**EDUCATION**

**Bachelor of Electrical Engineering and Computer Science**

Vanderbilt University, Nashville, TNGraduated: 2015

Relevant coursework: Technology Strategy, Engineering Economy, Data Structures, Data Communication, and Computer Networks, Information Systems Analysis, Advanced Computer Organization, Database Management Systems

**SKILLS**

* Cisco equipment
* Company-wide firewall management
* Networking protocols
* Troubleshooting & repairs
* Technical support
* Great interpersonal skills & friendly attitude

**CERTIFICATIONS**

Certified Data Center Technician Professional (CDCTP), CNET, 2018

Cisco Certified Technician (CCT), Cisco, 2017

**HOBBIES & INTERESTS**

Volunteering at the local library for a computer literacy course for senior citizens

2017 San Diego Hack-a-thon runner-up