**Alec Pandras**

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**Summary**

Efficient IT professional with 6+ years of experience and proven skills in hardware installation and maintenance. Seeking to raise tech effectiveness at Sheckley Medical. At Alehandru Inc., upgraded 150+ employees to Windows 10, 10% under budget with 100% HIPAA compliance.

**Experience**

**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.
* Led successful facility-wide Windows 10 transition. Upgraded 150+ employees to the new system, 10% under budget and with 100% HIPAA compliance.
* 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.
* Consistently scored 18% better than average in post-call customer surveys.
* Slashed complaints-resolution times by building pivot tables to triage problems.
* Trained 15 other tech support staff on new document management system.
* Helped install new monitoring system that raised client satisfaction 20%.

**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
* Built a home control system for lights and heat with Raspberry Pi.

**Education**

BS in IT, Hamline University

20XX–20XX

**Certifications**

CompTIA A+ Certification

MS Server Certification

**Languages**

* Java
* C#
* C
* PHP
* MySQL
* Ruby
* HTML5
* CSS3
* Javascript
* JQuery

**Additional Activities**

* Member, CompTIA Association.
* My IT Podcast, "Where IT Isn't At" has 1,200 subscribers.
* My article, "5 Ways to Boost Security" was cited by TechCrunch.