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Skills

* **Platforms:** Windows Vista/7/10; Mac OS X; Oracle; SAP
* **Software:** Microsoft Office (Word, Excel, Outlook, PowerPoint, Project), SQL, and SharePoint; QuickBooks; Salesforce.com
* **Languages:** Java, HTML, C++, PHP, Python, Ruby

Professional Experience

**Gray & Associates, Seattle, Washington - 10/20XX to Present, System Administrator (6/20XX to Present)**

* Promoted to leadership role accountable for maintaining key business applications and systems.
* Successfully directed the on-time, on-budget completion of company-wide upgrade to Windows 10 and Office 365 impacting more than 50 onsite staff and five remote employees.

**Technical Support Specialist (10/20XX to 6/20XX)**

* Provided technical support to end-users, leveraging broad-based expertise
* Played an instrumental role in companywide migration from legacy customer relationship management (CRM) system to Salesforce.com by providing end-user training and support.

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Qualification Summary

* Promote optimal performance, reliability, and security across core business systems
* Results-driven professional offering a progressive, seven-year career in information technology.
* Process improvement champion with a history of implementing new procedures and technologies to strengthen security posture, enhance operational efficiency, and control costs.

Contact Information

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Olivia Harrison

IT SPECIALIST