

# Robert Morrison

123 Your Street, Seattle, WA  
rmorrison@example.com  
(123) 456-7890

An entry-level IT professional specializing in system administration, security, ITIL processes, and hardware and software configuration. Excels in identifying creative solutions to complex system issues. Adept at partnering with cross-functional teams and clients on technical projects.

## Education

Bachelor of Science in  
Information Technology  
University of Seattle, Seattle, WA  
September 2017 – May 2021  
GPA: 3.7

### Coursework

- Hardware and software configuration
- Network administration
- Python
- SQL
- System administration

## Key Skills

- Cross-functional collaboration
- Information technology
- ITIL processes
- Microsoft, Mac, and Linux OS
- Technical support

## Certifications

- CompTIA A+, 2021

## Professional Experience

### Junior System Administrator

Advanced Technology Corp., Seattle, WA | May 2021 – present

- Identify technical solutions for hardware and software issues across the organization in collaboration with the IT team, including server upgrades and system migrations
- Conduct system administration for all IT services, which included installing patches, performing updates, and supporting hardware and software implementations
- Interface with cross-functional groups from sales, marketing, and product development departments to provide end-user support and training

## Volunteerism

### IT Volunteer Project

Overlake Community Library, Bellevue, WA | January 2021 – May 2021

- Served as an IT volunteer for a project to install, set up, and configure 30 PCs and 25 new laptops for a community library, which included updating OS systems, installing firewalls, and collaborating with a team of volunteers to create user logins for library cardholders