

Robert Morrison

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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

Key Skills

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

Coursework

- Network Administration
- Hardware & Software Configuration
- System Administration
- SQL
- Python

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