

# HAKEEM JOHNSON

123 Your Street,  
Los Angeles, CA 12345  
hakeem@example.com  
(123) 456-7890

## EDUCATION

### Bachelor of Science (B.S.) Information Technology

University of Los Angeles,  
Los Angeles, CA  
September 2007 - May 2011

## KEY SKILLS

- Information Technology
- Technical Project Management
- Agile Methodology
- Cybersecurity
- Strategic Planning

## CERTIFICATIONS

- Cisco Certified Network Professional (CCNP), 2016
- Cisco Certified Network Associate (CCNA), 2014
- CompTIA A+, 2011

A Senior IT Specialist with 10+ years of experience, specializing in network administration, software installation, technical project management, and cybersecurity. A proven track record of leading technology teams to execute multi-million-dollar IT projects and initiatives. A strong history of defining overarching strategy and direction for IT organizations.

## PROFESSIONAL EXPERIENCE

### Senior IT Specialist

Los Angeles Technology Inc., Los Angeles, CA | November 2015 – Present

- Serve as the IT point of contact for client accounts valued at \$500K to \$2.5M, which includes troubleshooting Tier 1 technical issues, deploying technology solutions, and executing large-scale installation and network projects across customer sites
- Analyze security policies and procedures for client businesses and propose solutions to mitigate risks, improve user authentication, and enhance security
- Manage a team of 20 system administrators, network engineers, help desk technicians, and IT personnel to provide end user support and execute \$3M IT initiatives, including large scale system migrations and networking projects
- Lead meetings with the IT department and C-level executives to create technology roadmaps and define long-term IT strategy for the organization

### IT Specialist

West Coast IT Corp., Los Angeles, CA | May 2011 – November 2015

- Troubleshoot Tier 3 issues for customers, identified and resolved bugs, and coordinated with the IT team to drive enhancements and refine service delivery for end users by standardizing IT procedures
- Performed software and hardware installations, upgrades, and maintenance