

SARAH JOHNSON

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A System Administrator with entry-level work experience, specializing in help desk support, Linux, Active Directory, and troubleshooting. Adept at performing hardware and software upgrades and providing technical support to customers to resolve complex issues.

PROFESSIONAL EXPERIENCE

SYSTEM ADMINISTRATOR

Brooklyn Lawfirm, New York, NY | May 2021 – Present

- Perform installations, upgrades, and troubleshooting for 70+ users and 120 devices, including laptops, desktops, printers, and smartphone devices
- Configure and install local servers, execute hardware and software upgrades, and support disaster recovery and backup procedures
- Install firewalls and anti-virus software and deploy 2-factor authentication to ensure data integrity and cybersecurity for highly sensitive legal documentation
- Attend meetings with the IT department to identify continuous improvement opportunities and enhance the delivery of IT services to users

TECH SUPPORT

Best Buy, New York, NY | May 2020 – May 2021

- Troubleshoot issues impacting computers, smartphones, and Apple products for up to 15 customers per day, which included performing root cause analysis, performing software updates, and identifying technical solutions
- Achieved customer service scores of 90% across customer satisfaction surveys

EDUCATION

BACHELOR OF SCIENCE (B.S.) INFORMATION TECHNOLOGY

Columbia University | New York, NY September 2017 - May 2021

KEY SKILLS

- Information Technology
- Customer Service
- End-User Support
- Software & Hardware Installation
- Technical Support

CERTIFICATIONS

- CompTIA A+, 2021