





# ALIYA JACKSON


## IT System Administrator


A seasoned IT system administrator with proven experience managing and monitoring systems and infrastructure, identifying and resolving performance bottlenecks, and enhancing network security at leading tech companies. Certified in Azure Administration, Network+, and Information Systems Security.

### CONTACT

 (123) 456-7890

 email@example.com

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### EDUCATION

Bachelor of Science in IT, Massachusetts  
INSTITUTE OF TECHNOLOGY, Cambridge,  
MA

Bachelor of Science in Computer Science,  
STANFORD UNIVERSITY, Stanford, CA

Master of Information Systems  
Management, CARNEGIE MELLON  
UNIVERSITY, Pittsburgh, PA

### KEY SKILLS

- Database management
- Network configuration and management
- Technical troubleshooting

### PROFESSIONAL EXPERIENCE

#### IT System Administrator | June 2016 - Present

IBM, New York, NY

- Managed and monitored all installed systems and infrastructure, ensuring optimal functionality and minimal downtime
- Identified and resolved system performance bottlenecks, working closely with developers to implement effective solutions
- Enhanced network security by establishing and enforcing robust policies, leading to a 30% reduction in security incidents

#### Junior System Administrator | May 2015 - June 2016

Google, Mountain View, CA

- Assisted in the management and monitoring of all systems and infrastructure, contributing to the overall efficiency of the IT department
- Participated in the identification and resolution of system performance issues
- Helped in the configuration and management of the company's network, gaining hands-on experience in network administration

### PROFESSIONAL DEVELOPMENT

- Microsoft Certified: Azure Administrator Associate, Microsoft
- CompTIA Network+ Certification, CompTIA
- Certified Information Systems Security Professional, ISC2