

SC





Sarah Chen

IT Administrator

Proactive IT administrator ensuring seamless system performance

An experienced IT administrator with seven years of expertise in system configuration, security protocols, and infrastructure management. Adept at maintaining reliable IT environments for business success.

CONTACT INFORMATION

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-  Seattle, WA

KEY SKILLS

- Infrastructure management
- Network security
- Server maintenance
- Software updates
- Virtualization (VMware)

EDUCATION

Bachelor of Science in Network Administration
University of Washington,
Seattle, WA
May 2015

PROFESSIONAL EXPERIENCE

IT ADMINISTRATOR | SMARTNET SOLUTIONS, SEATTLE, WA
MARCH 2018 – PRESENT

- Maintained server infrastructure, achieving 99.8% uptime for mission-critical applications
- Implemented security protocols, reducing unauthorized access incidents by 40%
- Configure and manage VMware environments, enhancing server scalability

IT SUPPORT SPECIALIST | TECHWAVE INNOVATIONS, SEATTLE, WA
JUNE 2015 – MARCH 2018

- Resolved network and system issues, improving response times by 25%
- Assisted with infrastructure upgrades, reducing system crashes by 15%
- Trained end-users on software updates, increasing adoption rates by 20%