Nicholas Perez

Senior IT Professional

Shelton, CT 12345 | **(203) 555-0132** | **monica.yang@example.com**

IT professional with 12 years of experience spanning infrastructure management, cloud migration, automation, and team leadership, holding CompTIA Security+. Raised SLA response time adherence from 85% to 98% by redesigning ticket routing logic and adding automated escalation triggers for priority-one incidents. Supervised 7 engineers across quarterly ITIL-aligned objectives while managing budgets, cybersecurity roadmaps referencing CIS Controls and ISO 27001, and automation workflows in Python, Power Automate, and Ansible.

Professional Experience

Senior IT Professional | 2020 – Present
Farmington Ridge Technology Group, Shelton, CT

- Raised SLA response time adherence from 85% to 98% by redesigning ticket routing logic and adding automated escalation triggers for priority-one incidents.
- Managed a $875,400 infrastructure refresh budget covering network switches, firewall appliances, and AWS reserved instances, finishing $16,340 under forecast.
- Built Power Automate flows that eliminated repetitive account-provisioning steps, saving the operations team 57 hours of manual work each month.
- Supervised 7 engineers and set quarterly objectives aligned with ITIL service-level targets, conducting weekly one-on-ones and monthly performance reviews.
- Drafted a 3-year cybersecurity roadmap referencing CIS Controls and ISO 27001, presenting cost projections and risk ratings to the executive leadership group.

IT Professional | 2016 – 2020
Quinnipiac Valley Solutions LLC, Milford, CT

- Maintained SLA response time adherence at 97% for 1,340 end users by establishing triage criteria that matched incoming requests to the correct support tier within 8 minutes.
- Directed a $247,300 cloud migration project on AWS, transitioning 11 on-premises applications to containerized deployments with zero unplanned outages during cutover.
- Automated monthly user-access reviews with Python scripts that cross-referenced Active Directory group memberships against HR records, saving 34 hours of manual work monthly.

IT Support Specialist | 2014 – 2016
Housatonic Creek Holdings Inc., Derby, CT

- Held SLA response time adherence at 96% for a 460-person office by categorizing and acknowledging every incoming ticket within 6 minutes of receipt.
- Managed a $68,410 annual software licensing budget, negotiating a multi-year renewal on productivity platform subscriptions that saved $9,180 over 24 months.
- Created Ansible playbooks for patch deployment on 62 servers, cutting manual patching labor from 26 hours per cycle to 4 hours.

Education

BS in Management Information Systems
University of Connecticut, Storrs, CT 2010 – 2014

Key Skills

- Active Directory
- Ansible
- AWS
- Python

- Power Automate
- CIS Controls
- SLA Monitoring
- Incident Response
- ITIL Service Management
- ISO 27001
- Budget Forecasting

CERTIFICATIONS

- CompTIA Security+, CompTIA | 2018