OLIVIA CAMPOS

IT Consultant

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📞 (123) 456-7890
📍 Pittsburgh, PA
in linkedin.com/in/oli-camp

EDUCATION

Bachelor of Science Information Technology

University of Pennsylvania

📅 2006 - 2010
📍 Philadelphia, PA

SKILLS

- Consistent
- Project Management
- Problem-solving
- Office 365
- Strong Communicator
- Jira

CERTIFICATION

- MCITP Microsoft Certification

CAREER OBJECTIVE

Self-motivated and driven team player with 10 years of experience establishing and maintaining technologies and systems for clients. Prepared to supply exceptional, timely, and transformative IT support and management within Google's upbeat environment.

WORK EXPERIENCE

IT Consultant

Dataprise

📅 2019 - current   📍 Pittsburgh, PA

- Set up and maintained networks, servers, and systems for more than 19 small businesses
- Recommended changes, additions, and removals of software to **increase operating efficiency by up to 47%**
- Communicated with clients regarding appointment scheduling and technical support and traveled within a 26-mile radius to provide on-site work
- **Generated 12% more new leads** by following up with clients on services rendered and asking for referrals
- Developed expertise through 12+ hours of training each month in cutting-edge technology, including small business servers, Office 365, and firewalls

IT Manager

TEKsystems

📅 2013 - 2019   📍 Pittsburgh, PA

- Installed software and performed system updates for MAC OS and Windows systems
- Communicated assignments to techs, documented ticket resolutions, and completed projects on time
- Created IT manuals and instructions to **decrease average ticket time from 1 day to 6 hours**
- Evaluated networks, managed updates to DevOps software, and installed security on new devices

IT Tecnician

Blink Health

📅 2011 - 2013   📍 Pittsburgh, PA

- Collaborated with IT team to respond to work tickets using Jira, resolving urgent issues within 3 hours and routine maintenance within 2 business days
- Scheduled Zoom and video conferences for executives, preparing technology 30 minutes before meetings
- Recovered sensitive data and **improved intranet accessibility and operating speed by 28%**