

EDWARD ANGLES

IT Operations Manager

✉ e.angles@email.com

☎ (123) 456-7890

📍 Miami, FL

🌐 [LinkedIn](#)

EDUCATION

Bachelor of Science

Computer Science

University of Miami

📅 August 2001 - May 2005

📍 Miami, FL

SKILLS

- Project management
- Agile
- Model-based systems engineering
- Cyber security
- Data analytics
- Technical communication

WORK EXPERIENCE

Junior IT Operations Manager

Onshore Outsourcing

📅 September 2015 - current

📍 Miami, FL

- Constructed internal tool with NodeJS and Puppeteer.js, **improving click through rate by 6%**
- Oversaw network security, software, and hardware during company's \$3M to \$17M annual growth
- Worked with 3 operation managers to generate applications, which enabled 75% year to year growth
- Conducted network server maintenance to improve application speed by 82%
- Established and maintained WMS & Amazon scanners, which reduced loss of production data by 95%

IT Support Analyst

Skybridge Healthcare

📅 February 2011 - September 2015

📍 Miami, FL

- Responded to 75+ service tickets per shift, resolving minor issues within 6 minutes, on average
- Adhered to the highest standard of customer service, treating customers with respect while performing troubleshooting, resulting in 94% of customers leaving positive feedback
- Accurately diagnosed 80+ systems errors, providing service immediately to fix medical instrumentation errors in a timely manner
- **Resolved 87% of complicated software issues** without the need for specialized support staff
- Generated checklists for frequent problems, providing customers with checklists to guide them through self-diagnostics that reduced 13% of IT inquiries

IT Service Desk Analyst

TEKsystems

📅 May 2008 - February 2011

📍 Miami, FL

- Created FAQ articles to address common issues, which helped customers self-address 38% more issues
- Facilitated technical support over call, text, email, and chat, **responding to 98% of inquiries within 1 hour**
- Collaborated with IT director to design software that expedited work flow, saving 70+ hours per month