



MICHAEL ANDERSON

Windows Systems Administrator

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SUMMARY

Dedicated Windows Systems Administrator with over 8 years of experience in managing, configuring, and optimizing Windows-based environments. Proven track record of implementing robust system solutions that enhance operational efficiency and reduce downtime. Adept at troubleshooting complex technical issues and providing exceptional support to end-users. Strong understanding of network protocols, security measures, and backup strategies.

WORK EXPERIENCE

Windows Systems Administrator Tech Innovations Inc.

Jan 2023 - Present

- Managed a team of 5 IT professionals in daily operations of Windows servers.
- Implemented Active Directory for user management and access control.
- Automated system backups and recovery processes, reducing downtime by 30%.
- Configured and maintained virtual machines using VMware and Hyper-V.
- Led a project to upgrade server hardware, improving performance by 40%.
- Provided training sessions for staff on new software and security protocols.

IT Support Specialist Global Solutions Ltd.

Jan 2020 - Dec 2022

- Troubleshoot and resolved hardware and software issues for over 200 users.
 - Assisted in the deployment of Windows 10 across the organization.
 - Maintained documentation for system configurations and user manuals.
 - Coordinated with vendors for hardware repairs and maintenance.
 - Conducted regular security audits to ensure compliance with company policies.
 - Provided exceptional customer service, achieving a satisfaction rating of 95%.
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EDUCATION

Bachelor of Science in Information Technology

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Windows Server, Active Directory, VMware, PowerShell, Network Security, Troubleshooting
- **Awards/Activities:** Successfully reduced system downtime by 40% through proactive maintenance.
- **Awards/Activities:** Received 'Employee of the Year' award for outstanding performance in 2020.
- **Awards/Activities:** Developed a training program that improved team efficiency by 25%.
- **Languages:** English, Spanish, French