

NAME

City, State, Zip  
Email

<Phone Number> ▪ <Linkedin> (link) ▪ <Github> (link) ▪ <Youtube> (link) ▪ <website> (link)

## Main Title (Tailor to jobs)

**Systems Administration | Networking and Security | Cloud Infrastructure and Automation**

<Overview of who you are> Systems Administrator with hands-on experience in enterprise networking, cloud connectivity, and automation within a managed services environment. Skilled in Cisco switching, Fortinet firewalls, and Azure networking across multi-site client infrastructures. Adept at VLAN design, VPN management, SD-WAN diagnostics, and subnet planning. Collaborating closely with the Network Engineering team on firewall and routing diagnostics while pursuing AZ-700 to advance cloud networking expertise.

- **Certifications:** <Put your most applicable certs FIRST>

### TECHNICAL SKILLS <Iterate w/ GPT>

- **Systems & Operating Systems:**
- **Networking & Connectivity:**
- **Cloud Networking:**
- **Directory & Identity Management:**
- **Software & Collaboration Tools:**
- **Security & Compliance:**
- **Scripting & Automation:**
- **Additional Skills:**

### PROFESSIONAL EXPERIENCE <Iterate w/ GPT>

Company

#### Systems Administrator

Sept. 2024-present

- Support and troubleshoot complex Cisco and Fortinet network infrastructures across 200+ client environments, resolving switching, VPN, and routing issues within SLA.
- Diagnose and isolate packet loss, VLAN misconfigurations, and firewall ACL blocks on Cisco ASA and FortiGate devices, collaborating directly with Network Engineering to implement fixes.
- Plan and configure VLANs and DHCP scopes for new device rollouts (security cameras, workstations), documenting all changes to maintain compliance and consistency.
- Conduct switch-level diagnostics using CDP, LLDP, and interface trunk analysis to identify rogue devices, optimize port configurations, and verify connectivity paths.
- Collaborate with Azure cloud teams to validate hybrid network routes, troubleshoot NSGs, and ensure DNS resolution between on-prem and Azure-hosted services.
- Leverage PowerShell automation for recurring system and network maintenance tasks, reducing manual work by 40%.
- Participate in SD-WAN, VPN, and firewall diagnostics across diverse client networks, supporting FortiGate and Cisco solutions to maintain 99%+ uptime and performance.
- Onboarded and mentored new systems administrators across 5 regional locations, reducing ramp-up time by 75% while standardizing best practices in network security, cloud administration, and advanced troubleshooting.
- Authored 50+ detailed procedural guides and training documents, reducing onboarding time for new hires and improving team efficiency in troubleshooting.

#### Jake's Tech (Youtube Channel)

Sept. 2024-present

- Design, build, and document advanced lab environments covering systems administration, cloud deployments, and network engineering, producing 2+ videos per week for a 10K+ subscriber audience.

- Manage all aspects of production, from technical research to scripting, recording, and post-production, ensuring technical accuracy and depth in every project.
- Achieved 120K+ monthly views, 8K+ hours watch time, and +2,900 new subscribers in 28 days, monetizing through ad revenue while expanding professional reach.
- Implement SEO strategies and analytics tracking to optimize viewer engagement and retention.

**Tier 1 Special Services Engineer**

**June 2024 - Sept. 2024**

- Managed 450 high-priority support tickets in 4 months, achieving a 93% first-call resolution rate while consistently exceeding productivity targets averaging 143 billable hours per month.
- Secured a 100% CSAT score from 26 customer surveys by resolving complex issues within SLA targets, reinforcing client satisfaction and loyalty.
- Trained and mentored two classes of 10+ new hires, improving their troubleshooting efficiency by 25% through structured onboarding and knowledge-sharing initiatives.
- Authored and maintained 10+ technical knowledge base articles, reducing average ticket resolution time by 30% and boosting team efficiency.

Company

**July 2020 - May 2024**

**Spanish Teacher | Head Coach**

- Designed and deployed digital learning tools, including Canvas and AI-based assessment platforms, improving student engagement by 20% and training 50+ faculty members to optimize technology use.
- Headed the Spanish department, developing data-driven Spanish 1 and 2 curricula by analyzing student performance metrics, leading to a 10% improvement in course pass rates.
- Delivered professional development workshops on integrating AI in education, enhancing teaching strategies for 30+ educators, and increasing adoption of digital tools in classrooms.

Company

**July 2019 - July 2020**

**Branch Ambassador**

- Led digital migration initiatives, transitioning 500+ accounts to modernized systems in compliance with banking regulations, reducing processing time by 20%.
- Collaborated with cross-functional teams to provide advisory support on compliance and audit operations, ensuring adherence to regulatory standards and enhancing audit readiness.
- Implemented security protocols and compliance measures to safeguard sensitive financial data, contributing to a spotless audit record with only 1 minor finding in 8 months.

EDUCATION

**B.A Spanish and Political Science**, University of Wisconsin - Madison 2014-2018