

# Jamalia Armendarez

Configuration Analyst

## Profile

Dedicated Configuration Analyst with 1 year of experience in optimizing software and systems performance. Adept at analyzing and implementing configuration changes, streamlining processes, and collaborating with cross-functional teams to enhance efficiency. Strong problem-solving skills and a keen eye for detail contribute to consistent project success and improved system functionality.

## Employment History

### Configuration Analyst at Arctic Information Technology, AK

May 2023 - Present

- Successfully streamlined the configuration process, resulting in a 25% reduction in time spent on configuration tasks, allowing the team to focus on more strategic initiatives.
- Identified and resolved over 50 critical system configuration errors within the first six months, leading to a 30% decrease in reported technical issues and increased client satisfaction.
- Led a cross-functional team in the implementation of a new configuration management tool, which improved efficiency by 40% and reduced configuration-related errors by 20%.

### Associate Configuration Analyst at Chugach Government Solutions, AK

Aug 2022 - Apr 2023

- Successfully streamlined the configuration management process, resulting in a 30% increase in efficiency and reducing project completion times by an average of two weeks.
- Implemented a new automated tracking system for configuration items, which reduced manual labor by 50% and improved overall project accuracy by 20%.
- Overhauled the documentation process for configuration management, leading to a 40% reduction in errors and ensuring 100% compliance with company and government regulations.
- Trained and mentored four junior Configuration Analysts, increasing their productivity by 25% and improving team collaboration and communication.

## Education

### Bachelor of Science in Information Technology and Configuration Management at University of Alaska Anchorage, AK

Sep 2018 - May 2022

Relevant Coursework: Database Management, Network Administration, Cybersecurity, Systems Analysis, Configuration Management, Web Development, IT Project Management, Programming, Operating Systems, and Cloud Computing.

## Certificates

## Details

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## Links

[linkedin.com/in/jamaliaarmendarez](https://linkedin.com/in/jamaliaarmendarez)

## Skills

SQL

Python

XML

JSON

PowerShell

Git

Jenkins

## Languages

English

Russian

## Hobbies

Software development

Photography

Building and flying drones