Sherrill Matuzak

Desktop Administrator

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📞 (117) 377-7254

📍 1234 Polar Bear Lane,
Anchorage, AK 99501

Education

Associate of Applied Science in Computer Information Systems at University of Alaska Anchorage, AK

Aug 2018 - May 2022

Relevant Coursework: Programming Fundamentals, Database Management, Network Administration, Web Development, Systems Analysis and Design, Information Security, and Project Management.

Links

linkedin.com/in/sherrillmatuzak

Skills

PowerShell

Active Directory

SCCM (System Center Configuration Manager)

Group Policy

Hyper-V

Windows Server

Remote Desktop

Languages

English

Bengali

Profile

Dedicated Desktop Administrator with 1 year of experience in maintaining and optimizing computer systems. Proficient in troubleshooting hardware and software issues, implementing updates, and providing user support. Demonstrates strong communication skills and a commitment to delivering efficient and reliable IT solutions.

Employment History

Desktop Administrator at Arctic Information Technology, AK

May 2023 - Present

- Successfully managed the deployment of 300+ desktops and laptops across the organization, reducing system setup time by 40% and increasing overall productivity.
- Streamlined the software update process for 500+ workstations, resulting in a 30% reduction in help desk tickets related to outdated software and improved system security.
- Implemented an efficient remote desktop support system, resolving 80% of end-user issues remotely and reducing average resolution time by 50%.
- Oversaw the migration of 200+ users to a new email platform, ensuring a seamless transition with minimal downtime and a 25% improvement in email system performance.

Junior Desktop Administrator at Alaska Communications, AK

Sep 2022 - Apr 2023

- Successfully resolved over 1500 technical support tickets within the first year, resulting in a 95% customer satisfaction rating and reducing average ticket resolution time by 30%.
- Implemented a new remote desktop management tool for over 500 users, leading to a 40% increase in efficiency and reducing the need for on-site visits by 70%.
- Developed and delivered comprehensive training programs for over 200 employees on new software and hardware systems, resulting in a 50% reduction in support requests related to user error.

Certificates

Microsoft Certified Solutions Associate (MCSA): Windows 10

Aug 2021

CompTIA A+ Certification

Jun 2020

Memberships

CompTIA (Computing Technology Industry Association)