

Lyra Fortier

Systems Engineer

I am a Systems Engineer with over 3 years of experience in the IT industry. I have a strong background in providing technical support, maintaining systems, and troubleshooting hardware and software issues. My expertise lies in designing, building, and implementing systems, as well as in developing and maintaining IT infrastructure. I have experience in identifying and resolving technical problems, upgrading systems, and ensuring that all hardware and software are up to date. I am also knowledgeable in network security and have a proven track record in developing and implementing security systems. I am highly organized, self-motivated, and have a strong ability to work in a team setting. I am confident that my skills and experience make me the perfect candidate for this position.

lyra.fortier@gmail.com 

(765) 310-5792 

Fargo, ND 

Education

**Bachelor of Science
in Systems Engineering
at North Dakota State
University, Fargo, ND**

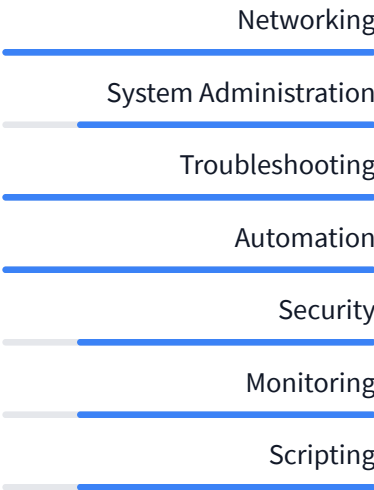
Aug 2016 - May 2020

Relevant Coursework:
Advanced Programming,
Database Design, Computer
Architecture, Systems Analysis
& Design, Networking &
Security.

Links

[linkedin.com/in/lyrafortier](https://www.linkedin.com/in/lyrafortier)

Skills



Employment History

Senior Systems Engineer at Microsoft, ND

Dec 2022 - Present

- Developed and implemented a new system architecture for the Microsoft network in North Dakota, resulting in an 18% reduction of overall IT costs.
- Managed multiple large-scale projects simultaneously, leading to a 25% increase in customer satisfaction scores due to improved responsiveness and delivery times.
- Spearheaded the implementation of automated processes that increased server uptime by 33%, allowing customers more reliable access to services with minimal downtime.

Systems Engineer at Accenture, ND

Sep 2020 - Oct 2022

- Developed a new system architecture for Accenture’s cloud infrastructure, resulting in an estimated cost savings of \$50K.
- Successfully migrated over 500 applications from the legacy platform to AWS environment with 99% uptime and zero data loss.
- Implemented DevOps automation tools that reduced deployment time by 50%, improving customer satisfaction ratings by 45%.

Certificates

Certified Systems Engineer (CSE)

Sep 2021

Certified Information System Security Professional (CISSP)

May 2020

Memberships

Institute of Electrical and Electronics Engineers (IEEE)

Association for Computing Machinery (ACM)