

# Lyann Kemna

## IT & Network Administration

✉ [lyann.kemna@gmail.com](mailto:lyann.kemna@gmail.com)  
☎ (598) 627-8672  
📍 1234 Maple Street, Indianapolis, IN 46204

### EDUCATION

Associate of Applied Science in Information Technology and Network Administration at Ivy Tech Community College, Indianapolis, IN

Aug 2018 - May 2022

Relevant Coursework: Network Administration, Information Security, Cloud Computing, Database Management, Computer Programming, Web Development, Systems Analysis, Cybersecurity, IT Project Management, and Hardware and Software Support.

### LINKS

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

### SKILLS

- Cisco Networking
- Linux Administration
- VMware Virtualization
- PowerShell Scripting
- Microsoft Azure
- Amazon Web Services (AWS)
- Cybersecurity Management

### LANGUAGES

- English
- Spanish

### HOBBIES

### PROFILE

IT & Network Administrator with 1 year of experience in managing, maintaining, and troubleshooting diverse networks and IT systems. Proficient in configuring hardware, software, and network devices, ensuring optimal system performance and security. Demonstrated ability to adapt to new technologies and provide efficient solutions to technical issues. Committed to providing top-notch support and enhancing overall system efficiency and reliability.

### EMPLOYMENT HISTORY

- **IT & Network Administrator at Indiana Business Technology Solutions, IN**  
Feb 2023 - Present
  - Successfully implemented a new network infrastructure for Indiana Business Technology Solutions, resulting in a 35% increase in efficiency and reducing downtime by 20%.
  - Managed and maintained a secure IT environment for over 200 employees, achieving a 99.5% uptime rate and reducing security incidents by 25%.
  - Led a team of 5 IT professionals to complete a company-wide software migration to a cloud-based system within 6 months, increasing productivity by 15%.
  - Designed and executed a comprehensive employee training program on cybersecurity best practices, reducing phishing incidents by 30% and improving overall security awareness.
- **Junior IT & Network Administrator at Advanced Network Solutions, IN**  
Jul 2022 - Dec 2022
  - Implemented a network upgrade for 150+ users, resulting in a 30% increase in overall network performance and efficiency.
  - Successfully resolved 90% of IT helpdesk tickets within the first 24 hours, leading to a significant improvement in user satisfaction and productivity.
  - Designed and deployed a secure Wi-Fi network for 200+ devices, reducing network downtime by 25% and improving overall connectivity.
  - Spearheaded a cybersecurity initiative that led to the detection and remediation of over 500 security vulnerabilities, ensuring the protection of sensitive company data and compliance with industry standards.

### CERTIFICATES

Cisco Certified Network Professional (CCNP)  
Aug 2021

CompTIA Network+ Certification  
Jun 2020