

JAYSIE COFFRIN

IT Specialist

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(604) 307-5896

123 Maple St, Louisville, KY 40202



PROFILE

IT Specialist with 1 year of experience in providing technical support and implementing efficient IT solutions. Proficient in troubleshooting hardware and software issues, maintaining computer systems, and improving network performance. Demonstrates strong analytical and problem-solving skills, along with a commitment to staying current with emerging technologies. Eager to contribute to a dynamic team and continue developing expertise in the IT field.

LINKS

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

SKILLS

Python programming

Network troubleshooting

Cybersecurity expertise

Cloud computing

Database management

Machine learning

Web development

LANGUAGES

English

Mandarin

HOBBIES

Building custom computers

EMPLOYMENT HISTORY

● IT Specialist at Infosys Limited, KY

May 2023 - Present

- Implemented a cybersecurity protocol that reduced system vulnerabilities by 50%, resulting in a significant decrease in security breaches and improving overall data protection for the company.
- Streamlined IT support processes, which led to a 30% reduction in response time to resolve internal technical issues and increased employee productivity.
- Successfully managed the migration of 200+ employees to a new cloud-based infrastructure, leading to a 25% reduction in overall IT costs and increased efficiency in remote work capabilities.
- Developed and conducted IT training workshops for over 100 employees, increasing their technical skills and knowledge by 60% and enhancing their ability to utilize company software and tools effectively.

● Associate IT Specialist at DXC Technology, KY

Sep 2022 - Apr 2023

- Led a team of 5 in successfully migrating 10,000 users to a new cloud-based email system, resulting in a 30% reduction in server maintenance costs and a 25% improvement in system performance.
- Coordinated and executed the deployment of 2,000 new desktops and laptops across various departments within DXC Technology, KY, improving employee productivity by 20%.
- Developed and implemented cybersecurity training for 500 employees, reducing security incidents by 40% and increasing overall awareness of IT best practices.
- Streamlined the IT support ticketing process, reducing average response time by 35% and increasing customer satisfaction ratings by 15%.

EDUCATION

Bachelor of Science in Information Technology at University of Kentucky, Lexington, KY

Sep 2018 - May 2022

Relevant Coursework: Database Management, Networking, Cybersecurity, Web Development, Data Analytics, Programming, Cloud Computing, Systems Analysis, Machine Learning, and Project Management.

CERTIFICATES

CompTIA A+ Certification

Aug 2021