# Amia Zilinski

Junior Systems Administrator

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## Education

**Associate of Applied Science in Information Technology at Mississippi Gulf Coast Community College, MS**

Aug 2018 - May 2022

Relevant Coursework: Database Management, Network Administration, Cybersecurity, Web Development, Programming Fundamentals, IT Project Management, System Analysis and Design, and Cloud Computing.

## Links

linkedin.com/in/amiazilinski

## Skills

PowerShell

Linux

VMware

Active Directory

SQL Server

Python

Cisco Networking

## Languages

English

German

## Profile

Diligent and solutions-oriented Junior Systems Administrator with 1 year of experience in managing network infrastructure, implementing system enhancements, and providing technical support. Proficient in various operating systems, scripting languages, and network protocols. Demonstrated ability to troubleshoot complex issues and collaborate effectively in fast-paced environments. Committed to optimizing system performance and ensuring a secure, stable, and efficient IT environment.

## Employment History

### Junior Systems Administrator at C Spire, MS

May 2023 - Present

- Successfully migrated 200+ users to a new cloud-based email system, improving efficiency and reducing server downtime by 30%.
- Implemented an automated backup system for critical data, resulting in a 50% reduction in data recovery time and ensuring 99.9% data availability.
- Streamlined the IT ticketing process by integrating a new software solution, which led to a 25% decrease in response time and increased overall customer satisfaction by 20%.
- Coordinated a company-wide hardware upgrade that involved deploying 150 new workstations and laptops, completing the project on schedule and within budget, while also reducing support calls related to outdated equipment by 40%.

### Associate Systems Administrator at Key Cyber Solutions, MS

Sep 2022 - Mar 2023

- Implemented a network upgrade for 50+ users, resulting in a 30% increase in system efficiency and a 25% reduction in downtime for Key Cyber Solutions, MS.
- Successfully migrated 100+ applications and services to a new data center with zero data loss, improving overall system performance by 20% for Key Cyber Solutions, MS.
- Streamlined the IT support process by creating a centralized ticketing system, reducing response times by 40% and increasing customer satisfaction by 35% for Key Cyber Solutions, MS.

## Certificates

**CompTIA Network+ Certification**

Sep 2021

**Microsoft Certified Solutions Associate (MCSA) Windows Server**

Mar 2020

## Memberships