

JENNAFER AGOLLI

System Administrator

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(518) 332-7439

123 Aloha Lane, Honolulu, HI 96815



PROFILE

System Administrator with 1 year of experience in managing, maintaining, and troubleshooting IT infrastructure. Proficient in various operating systems, network administration, and security protocols. Demonstrated ability to analyze issues, implement solutions, and provide user support. Strong communication and teamwork skills, with a commitment to continuous learning and professional growth.

LINKS

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

SKILLS

Linux administration

PowerShell scripting

VMware virtualization

Cisco networking

Active Directory management

SQL database administration

Python automation

LANGUAGES

English

Hindi

HOBBIES

Building and maintaining custom computer systems

EMPLOYMENT HISTORY

System Administrator at Hawaiian Telcom, HI

Apr 2023 - Present

- Successfully managed the migration of over 5,000 users to a new email platform, reducing spam by 50% and improving overall system efficiency by 30%.
- Reduced server downtime by 40% through proactive maintenance and system monitoring, resulting in increased productivity and cost savings of over \$100,000 annually.
- Implemented a comprehensive disaster recovery plan, which included regular backups and data replication, leading to a 99.9% recovery rate for critical systems in the event of an outage.
- Streamlined the IT helpdesk process, reducing ticket resolution time by 25% and increasing customer satisfaction ratings by 15%.

Junior System Administrator at Servco Pacific Inc., HI

Sep 2022 - Mar 2023

- Successfully reduced system downtime by 35% through proactive monitoring and timely resolution of potential issues, resulting in improved operational efficiency and customer satisfaction at Servco Pacific Inc., HI.
- Implemented a comprehensive backup and disaster recovery plan, which led to a 50% reduction in data loss incidents and ensured business continuity during unforeseen events at Servco Pacific Inc., HI.
- Streamlined the software deployment process by automating routine tasks, leading to a 40% increase in efficiency and a 25% reduction in manual errors, ultimately improving the overall productivity of the IT team at Servco Pacific Inc., HI.

EDUCATION

Bachelor of Science in Information Technology at University of Hawaii at Manoa, HI

Aug 2018 - May 2022

Relevant Coursework: Database Management, Networking, Cybersecurity, Programming, Web Development, Data Analytics, IT Project Management, Cloud Computing, and Artificial Intelligence.

CERTIFICATES

Microsoft Certified: Azure Administrator Associate

Jun 2021

Red Hat Certified System Administrator (RHCSA)

Jan 2020