Name
EMAIL | CELL | City, State ZIP CODE
Linkedin profile
Github (or other relative technical platform)

Summary *Customized to describe your history, skill set, and goals (why you created this resume to begin with!).*
I.E.:
10-year IT security professional who has forged their ethic and skills growing through the ranks of the military/tech school or degree (if applicable), 3 years of security analysis, 4 years of penetration testing, and 3 years of consulting and engineering with public and private sector companies focused on earning a role with an innovative company as an architect.

Skills <u>*Specific*</u> *hardline technical skills. No characteristics such as "team player" or "reliable."*
I.E.:

XDR: Rapid7, Arctic Wolf, Sophos
SASE: Cisco, ZScaler
Server: Server 2019, MacOS, Ubuntu
IAM: AzureAD, Okta, Jump Cloud
UTM / ATP: Sophos, Untangled
SaaS: GSuite, Office 365
IaaS: VMWare vSphere, ESXi, vCente
EDR: McAfee, Kaspersky, Sophos

NAC: Sophos XG
Ransomware: Sophos Intercept X
Client: Windows 10, Apple MacOS, iOS
TVM: Nessus, Qualys, Tenable, Syxsens
Firewall: Sophos XG, pfSense
IPS: Sophos XG, Snort
ERP: SAP Business One

DLP: Sophos, Airwatch, ManageEngine
UEM / MDM: JAMF, Airwatch, Intune
LMS: Canvas
Patch: WSUS, Apple Cache, Intune, JAMF
SIS: Genesis
CRM: HubSpot, Insightly, Method, vCit
Scripting: Bash Shell, Python, Swift

Experience

Company | City, State

Company purpose of existence/overview of services

Title
Dates of Employment
Responsibilities *Breakdown of your role and it is purpose one important bullet at time*
- Oversaw IT Operations for network, server, and database infrastructure including physical data center, IT security, and end user services with 24x7x365 helpdesk and field service technicians, for top-level customers consisting of 3,000 to 7,000 users and revenue ranging from $2.5MM to $5MM annually.
- Provided global IT support for 200+ locations across 22 countries including APAC, EMEA, and LATM with annual volume of 25,000 IT tickets from regions outside of North America.

Accomplishments *(what you accomplished doing your responsibilities and beyond. MUST BE QUANTIFIABLE)*
- Met or exceeded industry-leading performance metrics and contractual SLA's for IT service delivery including 98% system availability, 99% voice/data network uptime, 95% backup/restore execution, 99% patching compliance, and service desk metrics including speed of answer of less than 60 seconds for calls, call abandonment rate under 5%, first contact resolution in excess of 60%, ticket escalation rate of less than 20%, and greater than 90% ticket response and ticket resolution within allotted SLA times for priority 1 2, 3 and 4 incidents and requests.
- Improved IT Scorecard overall assessment provided by the customer from 80% to 95% by implementing additional quality control routines and KPIs around incident lifecycle and ticket handling for a large, global graphic design and printing customer.

Education

Degree, School | City, State

Certifications
- Current certifications
- In progress (with test date goal)

Community Involvement *What you participate in*
- Memberships (if you held leadership roles and can speak to accomplishments treat this section as you would an actual job in your work history section)
    - Leadership roles
    - Awards or recognition
- User Groups
- Conferences

Interests (Can be ice breakers or common threads - not required)
    - Relative (could be technical if you are)
    - Non-Technical (If you feel comfortable)

Learning (not required)
- Studying X, Y, or Z
- Reading A, B, C