# Alex Johnson IT Specialist

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## PROFILE

Detail-oriented IT Specialist with 4+ years of experience in system administration, technical support, and network security. Adept at troubleshooting, optimizing infrastructure, and enabling business solutions through technology.

## EXPERIENCE

IT Specialist â€" Acme Corp
Jun 2021 â€" Present

- Support over 150 users with hardware/software troubleshooting and technical requests.
- Manage Windows servers, Active Directory, and administer Office 365 environment.
- Implement security best practices reducing incidents by 20% in the last year.

Junior IT Analyst â€" Beta Technologies
Jan 2019 â€" May 2021

- Assisted with network monitoring, patch management, and asset inventory.
- Provided help desk support both onsite and remotely for 80+ employees.

## EDUCATION

B.Sc. Information Technology â€" State University
2015 â€" 2019

## SKILLS

| Windows Server |
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| Network Security |
| Office 365 |
| Active Directory |
| Technical Support |
| Troubleshooting |
| Scripting (PowerShell) |
| VPN |