

Melissa Harper

IT Systems Administrator

Detail-oriented IT Systems Administrator with 6+ years of experience supporting, maintaining, and securing enterprise IT infrastructure. Strong background in Windows Server environments, virtualization, user access management, and system troubleshooting. Known for improving system reliability, reducing downtime, and supporting end users in fast-paced business environments.



(512) 555-4XXX  help@enhancv.com  Austin, TX  @LinkedIn

WORK EXPERIENCE

2021 – Present
Austin, TX

IT Systems Administrator
Brightline Solutions

- Administer Windows Server environments, including Active Directory, Group Policy, and DNS.
- Manage user accounts, permissions, and access controls across multiple departments.
- Monitor system performance and apply patches, updates, and security fixes.
- Support VMware-based virtual machines and server infrastructure.
- Respond to escalated technical issues and resolve system-level incidents.
- Collaborate with security and network teams to maintain compliance and uptime.

2018 – 2021
Austin, TX

Systems Support Specialist
Red Oak Technologies

- Supported internal IT systems for a 300+ employee organization.
- Managed onboarding and offboarding processes, including account provisioning.
- Assisted with server maintenance, backups, and disaster recovery procedures.
- Troubleshoot hardware, software, and network-related issues.
- Documented IT procedures and contributed to knowledge base updates.

EDUCATION

2016
San Marcos, TX

Bachelor of Science in Information Technology
Texas State University

TECHNICAL SKILLS

Windows Server	Active Directory	VMware	Microsoft 365
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PowerShell (basic)	Network troubleshooting	Backup and recovery	System monitoring
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Warm regards,

Volen Vulkov

Co-Founder

